

DEPARTMENT OF HIGHER EDUCATION AND TRAINING

NO. 457

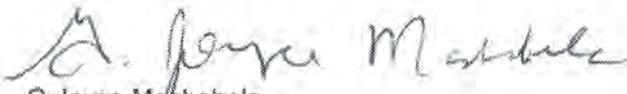
22 APRIL 2016

QUALITY COUNCIL FOR TRADES AND OCCUPATIONS (QCTO)

Publication of the QCTO's Language Policy

I, G Joyce Mashabela, CEO of the QCTO hereby publish the following Language Policy in terms of section 4(2)(h) of the Use of Official Languages Act, 12 of 2012.

A copy of this policy is also available on our corporate website: www.qcto.org.za.



G Joyce Mashabela

Chief Executive Officer

QCTO

Date: 14 April 2016



LANGUAGE POLICY

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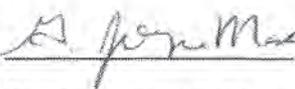
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VERSION CONTROL

POLICY NAME	Language Policy
UNIT RESPONSIBLE	Office of the CEO
DEVELOPED	November 2015
DATE APPROVED	March 2016
EFFECTIVE DATE	1 April 2016

APPROVAL

		
Chief Executive Officer	Chairperson of the Council	Chief Director: Corporate Services and CFO
Ms Joyce Mashabela	Prof. Peliwe Lolwana	Ms Ndivhudzannyi Madilonga-Khondowe
Date: <u>15 March 2016</u>	Date: <u>18/03/2016</u>	Date: <u>15/03/2016</u>

1 GLOSSARY

QCTO means the Quality Council for Trades and Occupations.

Official languages refer to four official languages adopted for official correspondence between the QCTO and its stakeholders.

Act means the Uses of Official Languages Act, 12 of 2012

Council means the highest decision making body of the QCTO appointed by the Minister of Higher Education and Training.

CEO means the Chief Executive Officer of the QCTO.

Publication means any form of print material for public consumption.

Official publication means any form of publication issued by the QCTO for official purposes.

Republic means the Republic of South Africa

Constitution means the Constitution of Republic of South Africa Act, 108 of 1996, as amended.

Foreign language means any language not mentioned in sections 6(1) and 6(5)(a)(ii) of the Constitution.

Internal communication means any form of correspondence intended for employees of the QCTO.

Policy means the Language Policy of the QCTO.

2 INTRODUCTION

The Quality Council for Trades and Occupations (QCTO) recognises all 11 official languages of the Republic, as enshrined in the Constitution.

This policy intends streamlining the use of South African languages, and determines the context under which all adopted languages of the QCTO is used.

It is hereby envisaged that different contexts would dictate the language to be used for the betterment of relations between the QCTO and its stakeholders.

3 BROAD PRINCIPLES

This policy seeks to provide a framework for the use of recognised South African languages for official correspondence in which the following principles are upheld:

- a) Betterment of relations between the QCTO and its stakeholders
- b) Maintenance of the organisational culture of effective communication
- c) Improved understanding of the message communicated

4 THE LEGISLATIVE AND REGULATORY GUIDELINES

4.1 Constitution of the Republic of South Africa Act, 1996

Section 6(1) of the Constitution recognises 11 official languages in the Republic. This policy recognises indigenous languages as envisaged in Section 6(2) of the Constitution.

4.2 Use of Official Languages Act, 12 of 2012

Sections 4(1) and 7(a) of the Act requires the adoption of Language Policy and establishment of the Language Unit respectively.

5 OFFICIAL LANGUAGES OF THE QCTO

The adoption of QCTO's official languages is informed by the staff survey conducted, usage, practicality, language groups, and the balance of needs and preferences of the public being served.

The QCTO hereby adopts the following languages for official correspondence, as required in terms of Section 4(2)(b) of the Act: English; Sepedi; isiZulu and Afrikaans.

6 THE USE OF OFFICIAL LANGUAGES

6.1 Inter-governmental Communication

- a) The de facto language for official correspondence between the QCTO and other government components is English.
- b) Translation services may be procured, should it become necessary to correspond in any language, other than English, for government-to-government communication.

6.2 Communication with the public

- a) The target audience may be considered before determining the language to be used in communicating with the broader public.
- b) Reasonable steps, practicality, and the nature of correspondence shall be taken into consideration in choosing the official language(s) to be used in the production of contents for public consumption.
- c) Preference shall be given to Afrikaans, isiZulu, Sepedi or other indigenous language when engaging in public participation forums.
- d) English shall be used in communicating with the public only when language heterogeneity is envisaged amongst target audience.
- e) All written correspondence with the public, using the print publication, must be in the language of the publication in question.
- f) Sign language and braille services shall be made available on request.

6.3 Official publications

- a) Official publications such as notices on the website, forms and signage on the building shall be written in English.
- b) Translation of publications to other official languages shall be made on request, considering cost implications involved.

6.4 Internal communication

Official internal communication efforts shall be conducted in English and/or other official language, as the case may be. Records of the proceeding must be recorded in English.

6.5 International communication

- a) English shall be a default language for international communication purposes

- b) Translation services may be procured for translation of the official correspondence to an identified foreign language.

7 ACCESS TO THIS POLICY

- a) This Policy shall be made available on the website of the QCTO at www.qcto.org.za in all official languages of the QCTO.
- b) Any person requiring a print version of this Policy shall make a request in person at the QCTO offices located in No. 256 Glyn Street, Hatfield, Pretoria.

8 COMPLAINTS REGARDING THE USE OF OFFICIAL LANGUAGES AT QCTO

- a) All complaints related to the use of languages at the QCTO and/or the implementation of this Policy shall be recorded in writing using the following e-mail address: info@qcto.org.za or mail to the address indicated in 7(b)/QCTO postal address (Private Bag X278, Pretoria, 001) and must be addressed to the CEO.
- b) The complaint must indicate the name and physical address of the complainant, the nature of the complaint and the proposed remedy.
- c) The CEO shall acknowledge the receipt of the complaint in writing.
- d) The CEO shall give a response within 14 days from the date in which s/he became aware of the complaint.

9 LANGUAGE UNIT

The Chief Director: Corporate Services is hereby appointed, as prescribed in Section 12(4) of the Act, to perform the functions of the Language Unit.

10 DEVIATION FROM THE POLICY

Any deviation from this Policy shall require the prior written approval of the CEO.

11 REVIEW OF THE POLICY

This policy will be reviewed Bi - Annually, as and when necessary.

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