



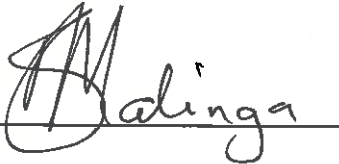

**In Service of Humanity**

***Language Policy***

***Directorate: Corporate Office***



**Document Approval**

NAME	SIGNATURE	POSITION
APPROVAL DATE: 28 July 2015		
Dr Sandile Malinga		Chief Executive Officer
Ms Joy-Marie Lawrence		Board Chairperson



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## 1. Preamble

Regulation 3(3) of the Use of Official Languages Act, Act No 12 of 2012 ("UOLA") requires the entities of the Department of Science and Technology to publish its proposed language policy in the Government Gazette for public comment before proceeding to publish its adopted language policy.

The purpose of the language policy is to provide a framework and guideline for communicating official documentation in at least three (3) official languages. It is the responsibility of SANSA to report against targets set for Government's UOLA.

The policy is intended to deal only with communication by SANSA in official documents and marketing material in at least three (3) official South African languages and not to duplicate other policies and procedures. The languages identified for initial use are English, IsiZulu and Sepedi.

## 2. Policy Scope

### 2.1 Policy subject area

- This policy is to be implemented by any SANSA employee responsible for communicating to stakeholders in written form.
- The languages chosen apply to the agreed official documents and supporting material as stated in this policy
- SANSA will ensure that reporting will be made to the Minister responsible for language matters and Pan South African language Board (PanSLB) annually
- All material translated will be accurate and accessible

### 2.2 Complaints mechanism for members of the public

- Any complaint related to the Agency's use of official languages can be lodged in writing to the SANSA CEO within three (3) months of the event arising.
- Complaints can be hand delivered to the physical address in Pretoria or via registered post to:  
SANSA  
PO Box 484  
Silverton  
Pretoria 0127

### 2.3 Regular monitoring and assessing

- SANSA will regularly monitor and assess its use of official languages
- SANSA will regularly monitor and assess compliance with this Policy

### 2.4 Compilation of a report

- SANSA will annually compile and submit a report to the Minister responsible for language matters and to the PanSALB in compliance with the legislative requirements

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- The report referred to above, shall include a report on the activities and progress made with the implementation of this Policy, and any complaints received and resolutions taken to address such complaints.

## 2.5 Access to the language policy

The language policy will be published in the *Government Gazette* in English, and translations will be made available in IsiZulu and Sepedi.

This Policy shall be available in hard copy format, as well as electronically and a summary thereof will be displayed in the three official languages on SANSA's website

## 3. Purpose of Policy

The purpose of this policy is to comply with section 4(1) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012). It also takes into account the Use of Official Languages Regulations 2013, and the National Language Policy Framework 2003. All these documents are ultimately intended to give effect to section 6 of the Constitution of the Republic of South Africa.

## 4. Policy Principles

Ensuring conformance to this policy will be guided by the following principles:

- The official documents identified in this policy will be accurately translated and made accessible to the public and stakeholders.
- SANSA will not be restricted to the three languages of English, IsiZulu and Sepedi in communications and may include any of the other 11 official languages and sign language, as the need arises.
- In subsequent years, SANSA will be guided in addition of other official languages and sign language by Department of Science and Technology.
- Complaints mechanism is in place and any complaints arising will be handled promptly and fairly.
- SANSA will partner with University linguistics departments to provide assistance in terminology development and translation services.
- Reporting to Minister responsible for language matters and PanSLB to be made timeously and accurately.

## 5. Policy Statements

- SANSA supports the promotion and equitable treatment of all 11 official languages and sign language of the Republic of South Africa, as well as the facilitation of equitable access to services and information on the Agency to all citizens of the country.

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- SANSA is committed to contributing to the knowledge of all citizens on space science and technology through communication of its activities, products and services.
- SANSA is committed to ensuring that communication activities undertaken by the organisation contribute positively to the reputation and brand image of SANSA.

## 6. Monitoring, Evaluation and Review

### 6.1 Monitoring, control and enforcement

Each Managing Director of a directorate / head of operating unit / manager / supervisor / job function involved with communicating official documents to stakeholders is responsible for ensuring where feasible that the information is translated the official languages agreed.

The executive authority must implement an effective and efficient monitoring and review system to ensure that SANSA's goals and objectives are achieved and to implement corrective actions in cases of under-performance.

### 6.2 Evaluation and review

The Managing Directors (MDs) of the SANSA Directorates, through the Directorate's communication practitioners, are responsible for:

- Reviewing, adjusting and verifying Directorate specific language usage regarding the UOL Act requirements.
- Assisting the SANSA CEO in compliance of this regulation.

This policy needs to be evaluated, reviewed and updated as necessary and/or when legislative amendments require.

## 7. Policy Implementation

### Communication

Policies are to be communicated in the following ways:

- All approved policies must be posted on a specifically dedicated SANSA policy website.

### Monitoring process

Policy implementation is to be monitored in the following ways:

- SANSA Corporate Communications to monitor compliance with all policies in accordance with the annual reporting requirements of SANSA.

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## 8. Effective Date

This policy is effective from the date of approval by the SANSA Board.

## 9. Review Date

This policy shall be reviewed as necessary from the effective date.

## 10. Policy References

<b>Policy Code</b>	
<b>Policy Name</b>	Language Policy
<b>Policy Owner</b>	Chief Executive Officer
<b>Related Policies</b>	–
<b>Related Forms</b>	–
<b>Related Legislation</b>	– Constitution of the Republic of South Africa – Use of Official Languages Act, 2012 (Act No. 12 of 2012) – Use of Official Languages Regulations, 2013
<b>Related Documents</b>	–