



**arts, culture,
sports & recreation**

Department:
Arts, Culture, Sports and Recreation
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



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POLICY TITLE : ACSR LANGUAGE POLICY

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TABLE OF CONTENT

SUBJECT	PAGE
1. DEFINITION OF CONCEPTS	2
2. PREAMBLE	3
3. SCOPE OF APPLICATION	3
4. POLICY STATEMENT	3
5. POLICY OBJECTIVES	4
6. POLICY FRAMEWORK	4
7. POLICY PRINCIPLES	4
8. POLICY CONTENT	5
9. USE OF LANGUAGE NOT DESIGNATED IN THE PROVINCE	6
10. HOW TO SOURCE SASL SERVICES	6
11. ROLE AND RESPONSIBILITIES	7
11.1 Member of Executive Council	7
11.2 Accounting Officers	7
9.4 Language Services Unit	7
12. COMPLAINTS MECHANISM	7 - 8
13. FINANCIAL IMPLICATIONS	8
14. POLICY REVIEW	8
15. APPROVAL AND COMMENCEMENT	9

DEFINITION OF CONCEPTS

ACSR	Department of Arts, Culture, Sports and Recreation
CONSTITUTIONS	The Constitution of the Republic of South Africa, 1996
DEPARTMENT	Department of Arts, Culture, Sports and Recreation
HOD	Head Of Department
INDIGEOUS LANGUAGES	Setswana, Sepedi, Sesotho, IsiZulu, IsiXhosa, Xitsonga, Tshivenda SiSwati, IsiNdebele
LANGUAGE UNIT	The Unit responsible for providing practical language support services to the Department
MEC	Member Of the Executive Council
MULTILINGUALISM	The use of three or more languages by an individual
OFFICIALS	Refers to employees of the Department of Arts, Culture, Sports & Recreation
PanSALB	The Pan South African Language Board
POLICY	A statement of intent that is implemented as a procedure or protocol or a set of principles, guidelines or rules
PROVINCIAL DESIGNATED OFFICIAL LANGUAGES	Official Languages of North West Province - Setswana, Sesotho, IsiXhosa, Afrikaans, English and SASL
SASL	South African Sign Language
PLC	Provincial Language Committee

1. PREAMBLE

In recognition of the vital role that Arts, Culture, Sport and Recreation play in fostering Social Cohesion, Personal Development, National Unity, this Policy seek to ensure that every individual, regardless of Language, Culture, or background, has equal access to Public Services and program in these sectors.

Acknowledging the diversity of our society, this Policy is committed to the removal of communication barriers, particularly language obstacles that may hinder participation or limit opportunities.

By promoting inclusivity, we aim to create an environment where all people can engage fully in the Nation's Arts, Culture, Sport and Recreation activities, thereby contributing to a vibrant, unified and equitable society.

To encourage the use of all official languages in communicating with members of the public as envisaged by the Constitution.

2. SCOPE OF APPLICATION

The provisions of this policy are as follows;

2.1 All officials, institutions, contractors and anyone executing a function on behalf of the Department

3. POLICY STATEMENT

3.1 To designate the official languages to be used by ACSR and all its stakeholders.

3.2 To provide for the monitoring of the use of the Provincial Designated official Languages in the Department.

3.3 To provide for measures aimed at the advancement of Indigenous Languages spoken and SASL in the Province.

3.4 To promote multilingualism within all language communities.

4. POLICY OBJECTIVES

- 4.1 To promote equal access to public services and programs by removing language barriers;
- 4.2 To promote equitable use of the provincial designated official languages including SASL.
- 4.3 To include language in Sports, arts and cultural projects to enrich community life and strengthen connections among people.
- 4.4 To make sure everyone can communicate easily, regardless of the language they speak, so they can access services and information.
- 4.5 To help preserve local languages and traditions so they can be shared with future generations.

5. POLICY FRAMEWORK

- 6.1 Constitution of South Africa (Act 108 of 1996) The provisions of Sections 6,9, 29, and 32 of the Constitution of the Republic of South Africa,
- 6.2 North West Provincial Languages Act, 2015 (Act No.1 of 2015);
- 6.3 Use of Official Languages Act 12 of 2012,
- 6.4 PanSALB Act of 1995 (Act 59 of 1995),
- 6.5 PanSALB Language Policy, Board notice 645 of 2024

6. POLICY PRINCIPLES

The ACSR language policy is based on the following principles:

- 6.2. A commitment to promote the use of language equitably and language rights;
- 6.3. Prevention of the use of any language for the purpose of exploitation, domination and discrimination within the province;
- 6.4. Encourage dialogue within the communities to address their needs, interests and aspirations;
- 6.5. Support special redress programmes for the previously marginalized.

7. POLICY CONTENT

To avert being accused of discriminating other languages, the Department will:

7.1.1 Adopt all official languages referred to in Section 6 of the Constitution for the purpose of this policy;

7.1.2 Take into account the following when deciding on an official language to be used:

- a) The language preference of specific clients
- b) The language most spoken in a particular area
- c) The practicability of providing a service in a particular language, and
- d) Any expenditure to be incurred in order to provide a service in a particular language, thus balancing the cost with the need and preferences of specific clients

7.1.3 As a general guideline, the Department intends to use official languages as follows:

FORUM	APPLICABLE LANGUAGES
Inter- and intra- government communication	Setswana , English and SASL
Communication with members of public (written correspondence)	Setswana , English, and other three designated provincial languages when requested
Communicating with members of the public (oral communication)	Setswana, English and other designated provincial languages provided that all involved in the communication understand the languages being used
Outreach engagement	Setswana , English, and other designated provincial languages depending on the geographical areas
Public hearing an official proceedings	Setswana , English, and the request can be made to provide interpreting services in designated provincial languages
Communication with hearing impaired	SASL interpreting services will be facilitated by ACSR
Employee communication	In the language of their choice, provided that all involved in the communication understand the languages being used
International communication	English
website	English

8. USE OF LANGUAGE NOT DESIGNATED IN THE PROVINCE

- a)** Where a member of the public wishes to receive services in an official language other than the languages used in the Department, such member shall notify the Department of such request, in writing, addressed to the Head Of Department
- b)** The Department shall make arrangements to meet such request within reasonable period of not less than Thirty (30) working days upon receipt of the request.
- c)** In cases of Oral Communication, like meetings and any other need after interpreting, a request must be made in writing and at least Thirty (30) working prior to that event;
- d)** The Department may utilize SASL interpretation during both internal and external official meetings or events, following a request made prior to the meeting or event
- e)** The Department will make documents available in Braille upon request and arrangements to meet such request within a reasonable time of not less than Thirty (30) working days upon receipt of request.

9.1 HOW TO SOURCE THE SERVICE OF SASL

- a)** The Department of Arts, Culture, Sports and Recreation sources the services of the practitioners of SASL;
- b)** The departmental Language Service Sub-Directorate is responsible for the process of procuring the services of SASL
- c)** ACSR will not incur any costs for requests of translation, interpretation and/or SASL services from any other Department.

10. ROLES AND RESPONSIBILITIES

10.1 Member of the Executive Council

- The MEC shall delegate the HOD to Administer Language Matters within the Department.

10.2 Accounting Officer

The HOD shall administer and account for Language matters in the Department as delegated by the MEC.

10.3 Language Services Unit

The head of Language Services will;

- Advise the HOD on the development, adoption and implementation of this Policy.
- Monitor and assess the use of Provincial designated languages in the ACSR.
- Monitor and assess compliance with this policy
- Compile and submit a report to the MEC.
- Promote parity of esteem and equitable treatment of the Provincial designated official languages.
- Facilitate equitable access to the services and information of the ACSR.
- Promote good language management and facilitate, coordinate, monitor and evaluate proper implementation of the Policy.
- Perform any other functions that the MEC may prescribe in relation to language matters.
- Shall facilitate, coordinate, monitor and evaluate proper implementation of the policy

11. COMPLAINTS MECHANISM

- Any individual who is not satisfied with any aspect of this language Policy may lodge a complaint, which will be dealt with in terms of Regulation 2(2) and 2(3) of the use of official Language Regulations.
- The complaint must be in writing, lodged within three months of the complaint arising and provide the name, identification number, address, and contact information of the person lodging the complaint.
- It must also contain a detailed description of the incident that led to the complaint
- Where necessary, must be accompanied by relevant evidence.

- The complaint may be delivered to the Language Services Unit at the following addresses :
- **By hand to the : The Department of ACSR
Dr James Moroka Drive
Gaabomotho Building
Mmabatho 2735**
- **By Post : Private Bag X90
Mmabatho 2735**

11.1 Where a complaint is not satisfied with the handling of language dispute, the complainant may refer the language dispute to:

- In writing, make an appeal to the MEC
- MEC will appoint a Language Dispute Resolution Committee in 30 days of receipt of the referral of a language dispute,
- The Language Dispute Resolution Committee must within 90 days investigate the language dispute
- Facilitate an amicable resolution of the language dispute by facilitation, conciliation or negotiation
- Report and make recommendations to the MEC on the outcome of the language dispute.

12. FINANCIAL IMPLICATIONS

- Potential costs and budget consideration in the department might arise when hiring a language practitioner (interpreter or translator) for a language not designated in the province but necessary for official legislative activities.

13. POLICY REVIEW

- This policy shall be revised, reviewed and refined as and when deemed appropriate, or after every three years.

14. APPROVAL AND COMMENCEMENT

- The Department through the office of the Head of Department hereby declares that this policy is adopted and will ensure that it is implemented within the ACSR department.

Signed in Mahikeng on this 02 day of April 2025.



MR I MOGOROSI
HEAD OF DEPARTMENT

DATE: 02/04/2025