



KWAZULU-NATAL PROVINCE  
KWAZULU-NATAL PROVINSIE  
ISIFUNDAZWE SAKWAZULU-NATALI

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30 MAART 2015  
30 kuNDASA 2015

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**MUNICIPAL NOTICE**

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**No. 43****30 March 2015****UMSUNDUZI MUSEUM (INCOORPORATING THE VOORTREKKER COMPLEX) AND NCOME MUSEUM IN  
KWAZULU NATAL**

I Mlungisi Ngubane, Director of Msunduzi and Ncome Museums, hereby publish the Msunduzi and Ncome Museums' Draft Language Policy in terms of the use of Official Languages Act, 2012 (Act No. 12 of 2012) for public comment.

Members of the public are invited to submit written comments within 30 (thirty) days after the publication of this notice in the Gazette to any of the following addresses:

a) By hand: The Director:  
Msunduzi-Ncome Museum  
351 Lanngalibalele Street  
Pietermaritzburg  
3201

b) By post: The Director  
PO Box 998  
Pietermaritzburg  
3200

Alternatively, comments can also be emailed to [mngubane@msunduzimuseum.org.za](mailto:mngubane@msunduzimuseum.org.za) / [lbarnwell@msunduzimuseum.org.za](mailto:lbarnwell@msunduzimuseum.org.za) , or faxed to 033 394 6797.

Mr Mlungisi Ngubane

Msunduzi and Ncome Museums

## **MSUNDUZI AND NCOME MUSEUM LANGUAGE POLICY**

### **1. PURPOSE**

To establish a policy that regulates the languages used in fulfilling Msunduzi and Ncome Museums mandate and to comply with the principle of multilingualism in order to accommodate linguistic diversity. This policy is enshrined in the Constitution of South Africa, Section 6, Act no 108 of 1996 which calls for the use of official languages with a view to facilitating access to government services, knowledge and information as well as linguistic rights and provisions of Act no 12 of 2012. This policy informs usage of language in all aspects of communication of the Museum.

### **2. PRINCIPLES**

The Museum:

- 2.1 Acknowledges that there are eleven official languages of South Africa.
- 2.2 Recognises the constitutional provision relating to the right to receive information and knowledge in the official language (s) of choice, taking into consideration practicality and the need to redress the results of past racial discriminatory laws and practices.
- 2.3 Realises that language is not only about communication, but also about identity and respect.
- 2.4 Recognises the value and benefits of communicating in the primary language of individuals.

### **3. NATURE OF THE MUSEUMS**

The Msunduzi and Ncome Museums constitutes a public entity that researches, collects, preserves, exhibits information and items and educate the public regarding the cultural history of KwaZulu-Natal.

## **4. LANGUAGE AND PUBLIC COMMUNICATION**

### **4.1 Oral communication**

- 4.1.1 In oral communication with the public, employees will make every attempt to accommodate the language preference of the speaker using the three prominent official languages of the province : isiZulu, English and Afrikaans.
- 4.1.2 Employees will refer telephone enquiries to other employees who are able to answer in the language chosen by the caller where feasible.
- 4.1.3 At all important service points – Security gate and Reception, the Museum will make means to assist the public and the employees in the language of their choice where feasible.

### **4.2 Written communication**

- 4.2.1 In public communication, to create an enabling environment, the Museum undertakes to use the prominent official languages of the KwaZulu-Natal Province. i.e. isiZulu, English and Afrikaans.
- 4.2.2 The Museum where feasible will reply to correspondence in the language the museum is addressed to the Museum where feasible.

## **5. LANGUAGE OF INTERNAL COMMUNICATION**

### **5.1 Oral communication**

- 5.1.1 Oral communication takes place in languages understood by the parties concerned.

### **5.2 Written communication**

- 5.2.1 Written communication within the Museum, whether electronic or in print, shall be accessible and understandable by all to whom it is addressed.
- 5.2.2 Documents of general interest to employees that change infrequently, for example conditions of service, rules and forms, are available in three official languages where possible.

5.2.3 Documentation relating to meetings will be in English, to this end the Museum makes available translation services.

5.2.4 Important Notices and circulars on the employee notice board shall be in the three languages of KwaZulu-Natal Province

## **6. OFFICIAL MEETINGS**

6.1.1 All official meetings are conducted in one or more languages that ensure optimum effective participation by all participants. Chairpersons of such meetings have the responsibility to ensure that all participants are able to follow the proceedings, this may necessitate translation and interpreting during communication.

6.1.2 Language used during meetings of Council, its Subcommittees and Management shall be the language that is understood by all or the majority of the members present.

6.1.3 Records of these meetings shall be in English as to simplify correspondence with government structures such as the Department of Arts and Culture, Auditor General, National treasury etc.

## **6.2 POLICIES**

6.2.1 Policies, procedures, practices applicable to the Museum shall be in the language understood by the majority of its employees. Memoranda are done in English, isiZulu and Afrikaans.

6.2.2 Policies are workshopped annually to all employees and translated into language which employees understand.

## **7. COMMUNICATIONS WITH PEOPLE OF RESTRICTED SIGHT/HEARING**

The Museum does not provide special communication aids required by public due to limited resources.

## **8. LABOUR RELATIONS**

8.1 The Museum conducts some of its interviews in a language(s) preferred, used and understood by all parties involved. This is determined in

advance in order to allow for the arrangement for interpreting and translation services if and when necessary.

8.2 When employing employees, the Museum takes multilingual competence into account.

8.3 Participants at employee disciplinary hearings have the right to use the language of their choice; however the Museum has put in place mechanisms, such as translation and interpreting services in order for all parties concerned to participate in and understand the proceedings.

8.4 The Chairperson of a hearing shall conduct a survey among participants before a hearing on their language use and preference.

8.5 Where multilingualism discussion has taken place, the Museum shall provide summaries of the proceedings in at least English for record purposes.

## **9. EXHIBITIONS AND PUBLICATIONS**

9.1 All the Museums' permanent exhibitions are in three languages i.e. IsiZulu, English and Afrikaans.

9.2 Temporary exhibitions shall be in the language of the target groups. If no group is identified, they are in at least two of the languages used in the Museum's permanent exhibits.

9.3 Publications of the Museum shall be in the language of the target group or groups.

9.4 Guided and educational tours and programmes are given in isiZulu, English or Afrikaans.

9.5 Herb booklet for the Museum herb garden is available in English, isiZulu and Afrikaans.

## **10. ACCESS TO POLICY**

10.1 Museums will ensure that hard and electronic copies of the language policy is available at Msunduzi Museum Library, 351 Langalibalele, Pietermaritzburg, 3201.

10.2 The public can request a copy via post, e-mail, fax or verbally.

10.3 The policy shall be available in IsiZulu, English and Afrikaans.

10.4 The policy shall not be available in braille. A summary of the policy will be displayed at the Museums in such a manner that it can be read by the public.

## 11.COMPLAINTS MECHANISM

11.1 All complaints regarding the Language Policy of the Msunduzi-Ncome Museums may be delivered and addressed to:

The Director: Msunduzi-Ncome Museum Pietermaritzburg 351 Langalibalele Street, Pietermaritzburg 3201	The Director PO Box 998, Pietermaritzburg 3200
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or

can also be e-mailed to [info@msunduzimuseum.org.za](mailto:info@msunduzimuseum.org.za), faxed to 033 342 4100/033 394 6797/0860 519 0844

11.1.1 The complaint must be:

- a) in writing
- b) lodged within 30 days of the complaint arising
- c) state the name, address and contact information of person lodging the complaint.
- d) provide full and detailed description of the complaint

11.1.2 The Director may request a complainant to:

- a) supply additional information necessary to consider the complaint and
- b) attend a meeting for the purposes of making oral enquiry into complaint.

11.1.3 the Director must:

- a) consider the complaint and make a decision, no later than 3 months after the complaint was lodged and



b) inform the complainant in writing of the decision

11.2 If the complainant is not satisfied with a decision contemplated in paragraph 11.1.3 (b) they may lodge an appeal with the Chairperson of Council using criteria detailed above.

## **12. REVIEW**

This policy is not static and while it is implemented, the Museum's Policy Review Committee will review it on a regular basis and any changes will be made after due consultation.

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# IMPORTANT Reminder from Government Printing Works

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Thank you!

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