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## GENERAL NOTICE

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### NOTICE 303 OF 2015



an agency of the  
Department of Arts and Culture

266, Bloemfontein, 9300  
36 Alwal Street / Alwalstraat 36  
South Africa / Suid-Afrika  
☎ 051 - 4479609 📠 051 - 4476273  
[www.nasmus.co.za](http://www.nasmus.co.za)

Incorporating the satellites:	Institusie die satelliete:
Oliewenhuis Art Museum	Oliewenhuis-kunsmuseum
Freshford House Museum	Freshford-huismuseum
First Roadseal	Eerste Roodseal
Wagon Museum	Woenhuismuseum
Florisbad Research Station	Florisbad-navorsingstasie

# NOTICE FOR THE PUBLIC TO COMMENT ON THE LANGUAGE POLICY OF THE NATIONAL MUSEUM

The Council of the National Museum, Bloemfontein has approved the National Museum's Language Policy.

The Policy is in terms of the Use of Official Languages Act, 2012 (Act No. 12 of 2012).

Members of the Public are hereby invited to submit comments on the proposed policy.

Comments should be directed to: [direk@nasmus.co.za](mailto:direk@nasmus.co.za)

# **National Museum, Bloemfontein Language Policy**

30 January 2015

## 1. PURPOSE

The purpose of Language Policy of the National Museum, Bloemfontein (hereafter referred to as "NM") is to comply with section 4(1) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012). The Policy is intended to set out how the NM together with its five satellite museums will use official languages to fulfil its mandate and improve on service delivery.

## 2. NATURE OF THE NATIONAL MUSEUM, BLOEMFONTEIN

The NM is a natural history, cultural history and art museum which systematically and selectively collects examples and information relevant to these fields over the whole spectrum of prehistory up to the present. Its task is to document, preserve, conserve, restore, make available, study and promote such items, specimens, examples, collections and information.

The NM is a declared cultural institution with framework autonomy which resorts under the Department of Arts and Culture, is governed by a Council, has five satellite museums and is located in Bloemfontein, Free State.

## 3. SCOPE

The provisions of this Policy are applicable to all employees of the NM including the five satellite museums as well as the public interacting with the NM. Communications will be in the language that is understood by the majority of the members present, but limited to English, Afrikaans and SeSotho.

## 4. POLICY

### 4.1. Government reports, documents and official publications intended for public distribution

- a. English will be the language used for government reports and documents.
- b. English will be the language used for all documents for public distribution.

### 4.2. Communication with the public

- a. The language used when communicating with members of the public, whether for information or official matters, will be in the language that is understood by the majority of the members present, but limited to English, Afrikaans and SeSotho.
- b. A member of the public who wishes to receive a service from the NM in any language other than that in which the service is provided, may request that this be provided in such official language, limited to English, Afrikaans and SeSotho.

- c. If a member of the public is unable to communicate in the three languages contemplated above, the NM will make use of the services of an interpreter, including sign language practitioners, taking cognisance of factors such as time, cost and the availability of an interpreter or sign language practitioner.
- d. Such requests must be in writing and received by the NM at least seven working days prior to the service being required.

#### 4.3. Official forms, policies and regulations

- a. All official forms will be in English.
- b. Policies, regulations and practices will be in the language understood by the majority of employees.

#### 4.4. Official meetings, hearings and proceedings

- a. English will be the language used during official meetings (e.g. Council meetings, committee meetings and management meetings).
- b. Records of these meetings shall also be in English as to simplify correspondence with other governmental structures such as DAC, the Auditor General and National Treasury.
- c. All hearings and official proceedings will be held in English and upon request an interpreter will be used if needed.

#### 4.5. Exhibitions

- a. All headings in permanent and temporary exhibits at the NM and its satellite museums will be in English.
- b. Additional text for all permanent and temporary exhibits (except those at Oliewenhuis Art Museum) will be available in English, Afrikaans and SeSotho.
- c. Additional text for permanent and temporary exhibits at Oliewenhuis Art Museum will be available in English only.
- d. Braille will be used at the NM to give visually impaired visitors an overview of selected exhibits.
- e. Guided tours and educational tours will be available in English, Afrikaans or SeSotho.
- f. Publications / advertisements of the NM shall be in the language of the target group, limited to English, Afrikaans and SeSotho.

#### 4.6. Access to the Language Policy of the National Museum, Bloemfontein

- a. The Language Policy published in the Government Gazette will be in English only.
- b. A copy of the Language Policy will be available at the National Museum, 36 Aliwal Street, Bloemfontein. A copy can be requested via post, e-mail or verbally.

- c. Translations of the Language Policy in SeSotho and Afrikaans will be made available at the NM.
- d. No Braille copies will be made available.

#### 4.7. Complaints

1. Dissatisfaction with any aspect of the Language Policy of the NM should be addressed via a formal complaint.
2. The complaint must:
  - a. Be in writing;
  - b. Be lodged within three (3) months of the complaint arising;
  - c. State the name, address and contact information of the person lodging the complaint;
  - d. Provide a full and detailed description of the complaint.
3. Complaints regarding the Language Policy may be delivered to the NM:
  - a. By hand to The Director, National Museum, 36 Aliwal Street, Bloemfontein.
  - b. By post to The Director, National Museum, P.O. Box 266, Bloemfontein, 9300.
4. The Director of the NM may:
  - a. Request additional information;
  - b. Request a meeting with the person lodging the complaint.
5. The Director of the NM must:
  - a. Consider the complaint and make a decision within three months of receipt thereof;
  - b. Inform the complainant in writing of his decision.
6. A complainant may lodge an appeal to the Accounting Authority of the NM:
  - a. Within one month of the decision;
  - b. Be in writing;
  - c. State the name, address and contact information of the person lodging the appeal;
  - d. Provide a full and detailed description of the appeal.
7. The Accounting Authority must:
  - a. Consider the complaint and make a decision within 3 months of receipt thereof;
  - b. Inform the complainant in writing of its decision.

## 5. NON-COMPLIANCE

Any exceptions to this policy must be pre-approved by the Chairperson of Council.

## 6. AMENDMENTS

The policy will be reviewed from time to time and amended as applicable.

## 7. APPROVAL

Approved by the Council of the National Museum on 26 February 2015.

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