

Language Plan of the University of KwaZulu-Natal

(Approved by Senate 2 August 2006, revised 2014)

Revised Language Plan (2014)	Responsibility of
<p>INTRODUCTION</p> <p>The purpose of the Language Plan is to set out details of the practical implementation of the Language Policy adopted in 2006¹ by the University of KwaZulu-Natal. The policy is implemented in two phases. Phase 1, which will run from 2015-2019, is to establish the basis for and necessary conditions to promote and sustain Phase 2, which will run from 2020-2030.</p> <p>The Language Plan guides the implementation goals to be achieved within each of the two phases. It also makes reference to the provision and monitoring of the budget and resources necessary for the implementation of the University's Language Policy.</p> <p>The Language Plan is intended to assist in measuring progress made in the achievement of the goals of the Language Policy.</p> <p>1. Delivery Of Services (Phase 1)</p> <p>1.1 An isiZulu language audit will be carried out to identify bilingual staff to ensure that the University has the operational capacity to comply with the Language Plan. Language proficiency records of all staff will be maintained in the University Human Resources data base.</p> <p>1.2 The development of isiZulu must be the primary responsibility of the College of Humanities.</p> <p>1.3 Heads of academic and administrative departments will assume responsibility for their staff in their delivery of services in line with this Plan. Each department will identify an isiZulu language co-ordinator, not necessarily an isiZulu speaker, to assist in the implementation and monitoring of the Plan.</p> <p>1.4 The University will encourage all departments to support the training needs of staff who have particular contact with the general public and with isiZulu-speaking students, both by paying tuition fees for courses provided by the University, and by releasing staff to attend such courses. Priority may be given to members of staff who already speak some isiZulu but who need to improve their skills. The University will also encourage staff to take advantage of these courses on a voluntary basis.</p>	<p></p> <p>D: ULPDO; ED: HR</p> <p>D&HOSs: Education & Art;</p> <p>Ds&HOSs; CDPS; EMC</p> <p>D&HOSs; CDPS; EMC</p>

¹ The University Language Policy and Plan was first approved by Senate on 2 August 2006.

<p>2. Standards Of Quality</p> <p>The University is committed to delivering an equally high-quality service in both English and isiZulu. The University will set, publicise and monitor its targets for both the provision of services and dealing with the public in isiZulu.</p>	<p>ULB</p>
<p>3. Dealing with the Public (Phase 1)</p> <p>3.1 Written communication with the public</p> <p>3.1.1 The University welcomes correspondence in isiZulu and undertakes that all letters received by the University in isiZulu will receive a reply in isiZulu.</p> <p>3.1.2 Centrally produced circulars and standard letters distributed to the public in KwaZulu-Natal will be in both English and isiZulu. Departments will be guided regarding the requirement of circulars and standard letters distributed to the public to be bilingual. Where a student has expressed a preference to receive correspondence in isiZulu, the letter will be written in isiZulu.</p> <p>3.2 Telephone communication with the public</p> <p>3.2.1 The University welcomes telephone enquiries in isiZulu and will extend its provision in this area. Calls to the switchboard will be answered by a bilingual greeting.</p> <p>3.2.2 A dedicated line for enquiries through the medium of isiZulu will be established and publicised.</p> <p>3.3 Public meetings and communication with the public</p> <p>3.3.1 Notices for public meetings will indicate that members are welcome to contribute in either English or isiZulu.</p> <p>3.3.2 Where appropriate, the University will provide an interpreting service for English and isiZulu speakers at public meetings.</p> <p>3.3.3 Graduation ceremonies will be in isiZulu and English.</p>	<p>All University Leaders; ULPDO to assist.</p> <p>ED:CR; Registrar</p> <p>ED:CR; ICS; CDPS</p> <p>ED:CR; ICS</p> <p>Registrar; CDPS</p> <p>Registrar; ED:CR</p> <p>Registrar; ED:CR</p>
<p>4. Publications (Phase 1)</p> <p>4.1 The University will produce bilingual (English and isiZulu) versions of those publications which are most</p>	<p>ED:CR; CDPS</p>

<p>widely distributed. Both languages will be treated equally in terms of format, size, quality, legibility and prominence. Both documents will be published at the same time and it will be equally possible to obtain a copy in isiZulu or English.</p> <p>4.2 The University Prospectus and all recruitment documents will be produced in isiZulu for both undergraduate and postgraduate applicants.</p> <p>4.3 For documents which are directed at particular sections or groups of readers, the decision on whether the publication is bilingual or in one language will be determined by the nature of the material, the frequency and cost of publication, the target audience and the extent to which it includes isiZulu speakers. Such decision will be taken in consultation with the University Languages Board.</p> <p>4.4 Every three years a review of the provision of publications in isiZulu and English across the University will be undertaken and the provision adjusted as necessary.</p>	<p>Registrar; ED:CR</p> <p>Registrar; ED:CR; CDPS</p> <p>EMC; ULB</p>
<p>5. The Public Face Of The University Of KwaZulu-Natal (Phase 1)</p> <p>5.1 The University's vision, mission, strategic plan and related official documents will be in English and isiZulu.</p> <p>5.2 Stationery and related materials such as fax headers, compliment slips and ID cards will be bilingual, treating both languages equally in terms of format, size, legibility and prominence. Printed information on the University's letterheads and similar items will be bilingual.</p> <p>5.3 Press releases and communiques will be in English and isiZulu.</p> <p>5.4 Advertising and publicity activities will be conducted bilingually and on the basis of equality for English and isiZulu.</p> <p>5.5 Official and public notices will be bilingual. The isiZulu and English versions will be shown together and will be equal in terms of format, size, quality, legibility and prominence.</p> <p>5.6 Staff recruitment will be in both isiZulu and English. Where the ability to speak isiZulu is essential, advertising and recruitment may be in isiZulu only.</p> <p>5.7 The University website will be available in English and isiZulu.</p> <p>5.8 All permanent information signs in and around the University buildings, except for internationally recognised safety signs, will be in two languages. The size, quality, legibility and prominence of text on signs will respect the principle of equality between the languages.</p>	<p>ED: CR</p> <p>ED: HR</p>

<p>6. Implementation of Policy on Language of Learning & Teaching</p> <p>6.1 In Phase 1, the main language of learning and teaching at the University will primarily be English. The use of isiZulu as a medium of instruction will be encouraged but will be at the discretion of the Schools and Colleges, in consultation with the University Language Board, depending on their contexts of teaching and learning. The use of other languages (foreign, heritage, and African languages) will continue to be promoted e.g. in language courses and where such use can facilitate the understanding of academic content.</p> <p>6.2 During Phase 1, students and staff will develop communicative competence in isiZulu and English sufficient for academic interaction.</p> <p>6.3 In Phase 1, to assist students in achieving cognitive/academic proficiency in English and isiZulu as the language of instruction, sufficient for academic success in their chosen fields of study, appropriate credit-bearing and non-credit bearing language proficiency courses will be made available by the University.</p> <p>6.4 In Phases 1 and 2 the University will encourage and facilitate all academic disciplines to assist students and staff to develop appropriate writing skills in English and isiZulu. In this regard the University will make provision, in Phase 1 of implementation, for the use of translation services in isiZulu in the access and first year of degree studies on the basis that:</p> <p>a) it has been shown that such services facilitate the development of academic discourse in isiZulu;</p> <p>b) such services will improve access of isiZulu speakers to academic content in English; and it will facilitate the development of course materials and terminology in isiZulu for the acquisition of cognitive academic language proficiency in Phase 2 of implementation.</p>	<p>College DVCs & all Deans</p>
<p>7 The Provision Of Education Through The Medium Of IsiZulu</p> <p>7.1 Development of provision (Phase 1)</p> <p>7.1.1 Current formal provision by the Discipline of isiZulu, which includes isiZulu as a Major; and modules on isiZulu Communication (mother tongue and non-mother tongue), Teaching Methodology, Literature, Poetry; and Music, should be strengthened and expanded to develop isiZulu Studies (parallel to English Studies).</p> <p>7.1.2 The University will implement a range of measures which will enable it to focus on a realistic</p>	<p>College DVCs & all Deans; ULB; ULPDO</p> <p>D&HOSs: Arts and Education</p> <p>CMCs; CAABs; ULB & ULB</p>

<p>programme for implementation of the Language Policy for the development of education through the medium of isiZulu based upon:</p> <ul style="list-style-type: none"> • the identification of strategic areas where the Institution should be involved in developing isiZulu-medium provision because of existing or likely future demand; and • a distinctive and separate strategy of developing skills-type courses. 	<p>reps</p>
<p>7.1.3 The University Language Board will review each College's Strategy on learning, teaching and assessment through the medium of isiZulu, and will encourage and give support to Colleges in the development of these.</p>	<p>CMCs; CAABs; ULB and ULB Reps</p>
<p>7.1.4 The Colleges will develop the following four main areas of isiZulu-medium provision:</p> <ul style="list-style-type: none"> • 'Ab initio' undergraduate provision provided by the Discipline of isiZulu • High-level skills courses, e.g. in translation or in formal written isiZulu • Professional/ vocational provision for undergraduate students, designed to appeal to a wide audience and with individual Disciplines being able to provide subject-specific input for their own students. Such provision will be developed through a gradual and realistic approach, and the possibility of attracting external funding will be explored. • IsiZulu for Adults, the provision of which will be extended in the light of identified student and staff demand. 	<p>College Leaders</p>
<p>7.2 The Colleges will appoint language tutors to teach, develop and co-ordinate isiZulu-medium provision throughout their Colleges, building on the current provision offered by the Discipline of isiZulu and drawing on the expertise of the staff of the Discipline.</p>	<p>College Leaders</p>
<p>7.2.1 ULPDO will work closely with Colleges and Schools and will have the following responsibilities:</p> <ul style="list-style-type: none"> • To facilitate/ co-ordinate isiZulu language issues across the University for ULB, • support the development and maintenance of a database of terminology • provide translation services • support and co-ordinate isiZulu-medium provision within the Colleges 	<p>ULPDO; College and School Leaders and Managers</p>
<p>7.2.2 The University will work with other institutions to make isiZulu-medium material available to students.</p>	
<p>7.3 Courses/ Modules (Phase 1 and 2)</p>	<p>ULPDO</p>
<p>7.3.1 It will be the responsibility of the Schools and Colleges, in consultation with the University Language Board, to decide whether to offer modules through the medium of isiZulu. Such a decision may depend on the numbers and needs of the students and the available human and material resources.</p>	<p>CAABs/CMCs: ULB; ULPDO CAABs/CMCs; ULB; ULPDO</p>

7.3.2 The University will expand the introduction of modules in professional degrees (e.g. legal and medical isiZulu) that focus on proficiency in isiZulu and English as a priority to facilitate and enhance bilingual professional/vocational practice.	CDT&L with T&L School Committees
7.3.3 The University will extend its provision of isiZulu language training courses, at both beginner's and more advanced levels.	
7.3.4 The University will encourage and support the development of isiZulu language modules in individual Disciplines.	CDT&L with T&L School Committees D&HOS Arts
7.3.5 The University will extend the availability of core elements of the existing modules in isiZulu oral and written presentation skills, currently offered by the Discipline of isiZulu.	D&HOS Arts
7.3.6 The Colleges will include a session on language and cultural awareness within the orientation programme for new students to the University.	
7.4 Student Support Services (Phase 1)	
7.4.1 IsiZulu-speaking students may, if they so wish, be allocated to a isiZulu-speaking tutor provided that there are isiZulu-speaking members of the teaching staff in the student's subject area or provision for bilingual tutorials subject to availability of funding.	All Deans
7.4.2 The University does not normally interview prospective undergraduate students but when interviews are held, it will be arranged for isiZulu-speaking students, if they so wish, to be interviewed through the medium of isiZulu, wherever possible.	CDT&L
7.4.3 The University's Student Counseling Services provides confidential advice to students on a wide range of personal, financial, academic and general welfare problem. The language needs of students will be established when appointments are made and isiZulu-speaking students have the choice of being assigned to an isiZulu-speaking advisor.	D&HOS; CDPS CDT&L; CDPS
7.5 Central/College services (Phase 1)	
7.5.1 Students will be asked on their registration at the University to state whether they would prefer to receive their personal correspondence in isiZulu or English. Correspondence with students regarding enrolment, assessment arrangements and graduation will thereafter be in their preferred language.	
7.5.2 All students will be offered the opportunity to write examinations in isiZulu, irrespective of whether they have received tuition through the medium of isiZulu. In accordance with this policy, arrangements will	Registrar; CDPS

<p>continue to be made for assessed coursework, examination papers and scripts to be translated where isiZulu-speaking examiners are not available in the Discipline concerned.</p>	<p>CDPS</p>
<p>7.5.3 Each College will produce an information pack for students containing details of all isiZulu-medium provision and support in those subject areas where the development of such provision and support is available or has been identified as being feasible and realistic. They will be supported by Corporate Relations as part of their school liaison program.</p>	<p>CDPS; ED:CR</p>
<p>7.5.4 The University Language Board will undertake regular monitoring of student and external demand for teaching through the medium of isiZulu.</p>	<p>ULB</p>
<p>7.6 Research, Learning and Teaching Resources (Phase 1)</p>	
<p>7.6.1 The University will build an isiZulu National Corpus as an important resource for teaching, learning and research which includes writing dictionaries, specialized glossaries and Human Language Technologies.</p>	<p>ULB; ULPDO</p>
<p>7.6.2 The University will create an isiZulu Term Bank to store all standardized terms for ease of access by all Disciplines</p>	<p>ULPDO; CHUM Leadership</p>
<p>7.6.3 The University will endeavor to create an isiZulu language archive and documentation repository or digital library wherein significant collections of isiZulu language works and works relating to the history, culture and politics of KwaZulu-Natal will be stored and accessed for academic use. As part of its support for the development of isiZulu the University will acquire and provide access to appropriate collections of isiZulu-language reference and scholarly works.</p>	<p>ULB; ULPDO</p>
<p>8 Implementation Of The Plan</p>	
<p>ULPDO is the central coordinator facilitating the implementation of the Plan, on behalf of ULB, within each College and in professional services departments. Central arrangements will include the co-ordination for the development of terminology and provision of a translation service available to all staff in all Disciplines.</p>	
<p>8.1 Recruitment and employment Phase 1</p>	
<p>8.1.1 In order for this Plan to work, all staff and students in the University will be advised of the Plan. The Dean & Head of each School will be responsible for the implementation of employment and training measures set out in the Plan.</p>	<p>ED: HR D&HOS</p>
<p>8.1.2 Heads of academic and administrative departments will assume responsibility for their staff in their</p>	<p>All UKZN Line Managers</p>

<p>delivery of services in line with this Plan. Each School will be required to identify an isiZulu-language co-ordinator/champion to assist in the implementation of the Plan in their School.</p>	
<p>8.1.3 As a bilingual institution, the University welcomes applications from isiZulu speakers for any advertised job vacancies. Vacancy advertisements and job descriptions will indicate whether the ability to speak isiZulu is essential or desirable. Where the ability to speak isiZulu is considered essential or desirable, job descriptions will be amended accordingly. The University will offer prospective members of staff the opportunity to be interviewed in isiZulu and English, if the post has been advertised as one that requires an isiZulu speaker as an essential or desirable requirement.</p>	HR Managers
<p>8.1.4 For this Plan to be successful, the University must have sufficient numbers of appropriately skilled staff able to speak isiZulu. Procedures will be put in place to identify posts where it would be desirable or essential to have an isiZulu speaker.</p>	HR Managers
<p>8.1.5 All new staff will receive a copy of the Language Plan and Policy as part of their induction pack.</p>	HR Managers
<p>8.2 Vocational training for students (Phase 1)</p>	
<p>8.2.1 Priority will be given to the provision of language skills courses for students who wish to work through the medium of isiZulu in their chosen profession.</p>	CDT&L
<p>8.2.2 The University will increase its provision of isiZulu language training for adults through the work of its isiZulu Discipline. There will be particular emphasis on providing language training specific to various vocational groups.</p>	
<p>8.3 Administrative arrangements</p>	
<p>8.3.1 This Plan is approved by Senate and therefore has the full authority of the University for its implementation. Final responsibility for implementing the Plan rests with the Vice-Chancellor of the University, who has delegated this responsibility to the ULB.</p>	ULB; ULPDO
<p>8.3.2 The University Language Board will be delegated responsibility for coordinating isiZulu language provision within the University.</p>	
<p>8.3.3 Suggestions for improving this Plan should be addressed in the first instance to ULPDO while major matters of policy will be referred to the University Language Board for consideration.</p>	
<p>8.3.4 Central arrangements through ULPDO includes the provision of a translation service for approved material available to staff in all Disciplines. Translators used by the University will be suitably qualified</p>	

so that a high-quality service is achieved. Expert advice on translation procedures may be obtained from ULPDO.

8.3.5 The ULB and ULPDO will give members of staff detailed guidance on all aspects of the use of isiZulu within the institution, including advice on the implementation of this Plan.

<p>9 Monitoring, Budgets and Resources</p> <p>An adequate budget for the implementation of this policy is essential. The Language Policy for Higher Education (2002) refers to the 'injection...of substantial financial resources' including 'amending the funding grids' for selected languages, 'providing earmarked institutional development funds for research'. Phase 1 and 2 developments are summarised here. All departments of the University have a responsibility of making resources available, including financial resources, for the implementation of the Language Policy and Plan.</p> <p>9.1 The University Executive (EMC) will make available the financial and human resources necessary for ULPDO and ULB to service the major constituencies of the University in implementing the Language Plan.</p> <p>9.2 In Phase 1 the University Executive will make available the financial and human resources necessary for a massive injection of resources in isiZulu for students and staff in terms of:</p> <p>9.2.1 Materials development to complement the academic programmes as well as extra-curricular initiatives of the University;</p> <p>9.2.2 the training of staff in isiZulu;</p> <p>9.2.3 corpus planning and development of isiZulu; and</p> <p>9.2.4 the creation of programmes and incentives for students and staff to study isiZulu.</p> <p>9.3 The Colleges, Schools and professional services departments under the authority of respective EMC members will also provide necessary financial resources to support the implementation of the University Language Policy and Plan in their respective portfolios.</p> <p>9.4 The ULB and the ULPDO will source external funding for further research and development for activities that support the University Language Policy and Plan.</p> <p>9.5 The University Languages Board (ULB) accounts to Senate for the implementation of the Language Policy and Plan in terms of targets approved by the University Senate and Executive.</p>	<p>EMC; ULB Chair; D: ULPDO</p>
<p>10 Publishing Information</p> <p>10.1 A bilingual report will be delivered to the Senate annually. Reports will also be made periodically to the Council. The reports will include progress on all aspects of the implementation of the Language Policy and Plan.</p>	<p>ULB Chair/ D: ULPDO</p>

ED:CR = Executive Director: Corporate Relations
ED:SS = Executive Director: Student Services
ED:HR = Executive Director: Human Resources
DVC = Deputy Vice-Chancellor
CDT&L = College Dean of Teaching and Learning
D&HOS= Dean and Head of School
CDPS = College Director Professional Services
EMC = Executive Management Committee
D: ULPDO= Director: University Language Planning and Development Office
EMC = Executive Management Committee
ULB = University Language Board
CHUM = College of Humanities
CMC = College Management Committee
CAAB = College Academic Affairs Board
EMC = Executive Management Committee