LANGUAGE PLAN OF THE UNIVERSITY OF KWAZULU-NATAL
(Approved by Senate 2 August 2006)

INTRODUCTION

The purpose of the Language Plan is to set out details of the practical implementation of the Language Policy adopted by the University of KwaZulu-Natal. It is proposed to implement this policy in two phases. Phase 1, which will run from 2008 to 2018, is intended to establish the basis for and necessary conditions to promote and sustain Phase 2, which will run from 2019 to 2029.

The Language Plan prescribes 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.

The Language Plan is intended to assist in measuring progress made in the achievement of the goals of the Language Policy.

1 DELIVERY OF SERVICES
(Target 2008)

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.

1.2 The development of isiZulu must be the primary responsibility of the College of Humanities.

1.3 Heads of academic and administrative Disciplines will assume responsibility for their staff in their delivery of services in line with this Plan. Each Discipline will identify an isiZulu language co-ordinator, not necessarily an isiZulu speaker, to assist in implementation and monitoring of the Plan.

1.4 The University will encourage Disciplines 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.

2 STANDARDS OF QUALITY

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.

3 DEALING WITH THE PUBLIC

3.1 Written communication with the public
(Target 2008)
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.

3.1.2 Centrally produced circular and standard letters distributed to the public in KwaZulu-Natal will be in both English and isiZulu. Disciplines will be issued with guidance regarding the requirement of circular 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.

3.2 Telephone communication with the public (Target 2008)

3.2.2 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.

3.2.3 A dedicated line for enquiries through the medium of isiZulu will be established and publicised.

3.3 Public meetings and other contact with the public (Target 2008)

3.3.2 Notices for public meetings will indicate that members are welcome to contribute in either English or isiZulu.

3.3.3 Where appropriate, the University will provide an interpreting service for English and isiZulu speakers at public meetings.

3.3.4 Graduation ceremonies will be in isiZulu and English.

4 PUBLICATIONS (Target 2010 except for clause 4.2)

4.1 The University will produce either bilingual versions of those publications which are most widely distributed, or versions in both English and isiZulu. 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.

4.2 A comprehensive recruitment document will be produced in isiZulu for both undergraduate and postgraduate applicants. (Target 2008)

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 Head of the University Languages Board.

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.
5 THE PUBLIC FACE OF THE UNIVERSITY OF KWAZULU-NATAL
(Target 2008)

5.1 The University’s name, in whatever format it is used, as well as its logo and associated corporate identity information, will be in English and isiZulu.

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.

5.3 Press releases will be in English and isiZulu, as well as any other languages which may be appropriate.

5.4 Advertising and publicity activities will be conducted bilingually and on the basis of equality for English and isiZulu.

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.

5.6 Staff recruitment will be in both isiZulu and English. Where the ability to speak isiZulu is essential, advertising will be in isiZulu only. Advertisements in the press principally circulated in KwaZulu-Natal will also be in isiZulu and English.

5.7 The University website will be available in English and isiZulu.

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, equality, legibility and prominence of text on signs will respect the principle of equality between the languages.

6 IMPLEMENTATION OF POLICY ON LANGUAGES OF INSTRUCTION

6.1 In Phase 1 (2008-2018) the main language of learning and instruction 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 Faculties, in consultation with the University Languages Board, depending on their contexts of teaching and learning. The use of other languages (foreign, heritage, and African languages such as Afrikaans, SeSotho sa Leboa, or isiXhosa) will continue to be promoted e.g. in language courses and where such use can facilitate the understanding of academic content.

6.2 During Phase 1 students and staff will develop communicative competence in isiZulu and English sufficient for academic interaction.

6.3 In Phase 1 to assist students to achieve 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.
6.4 In Phases 1 (2008-2018) and 2 (2019-2029) the University will encourage and facilitate all academic disciplines to assist students and staff to develop appropriate writing skills in English and isiZulu in their disciplines.

6.4.1 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:

a) it has been shown that such services facilitate the development of academic discourse in isiZulu;

b) such services will improve access of isiZulu speakers to academic content in English; and

c) 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.

7 THE PROVISION OF EDUCATION THROUGH THE MEDIUM OF ISIZULU

7 Development of provision

7.1.1 Current formal provision by the Discipline of isiZulu includes the following:

Zulu as a Major

- Zulu Communication (mother tongue and non-mother tongue)
- Zulu Teaching Methodology
- Zulu Literature
- Zulu Poetry
- Zulu Music

7.1.2 In future the University will implement a range of measures which will enable it to focus on a realistic policy for the development of education through the medium of isiZulu based upon:

- 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.

7.1.3 The University Languages Board will review each Discipline’s policies on learning, teaching and assessment through the medium of isiZulu, and will encourage and give support to Disciplines in the development of these policies.

7.1.4 The University will develop the following four main areas of isiZulu-medium provision: (Target 2013)

- ‘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.

7.2 The University will appoint language tutors to teach, develop and co-ordinate isiZulu-medium provision throughout the University, building on the current provision offered by the Discipline of isiZulu and drawing on the expertise of the staff of the Discipline. (Target 2008)

7.2.1 The University will appoint a Language Planning Facilitator who will work closely with the language support personnel in faculties and will have the following responsibilities: (Target 2008)

- Facilitator/ co-ordinator of isiZulu language issues, including the maintenance of a database of terminology
- Translation
- Co-ordination of isiZulu-medium provision within the faculty (see reference to budget items)

7.2.2 The University will work with other institutions in KwaZulu-Natal to make isiZulu-medium material available to students.

7.3 Courses/ Modules

7.3.1 It will be the responsibility of the Faculties, in consultation with the University Languages 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.

7.3.2 The University will introduce modules on legal and medical isiZulu during the Phase 1 with a view to developing components of professional degrees that focus on competence in isiZulu and English.

7.3.3 Based on the outcome of the University’s rolling survey of new students, the University will extend its provision of isiZulu language training courses, at both beginner’s and more advanced level. (Target 2013)

7.3.4 The University will develop isiZulu language modules in individual subjects, particularly to meet vocational demands in areas such as Social Work, Education, Architecture and Business. The first of these will be the module in Legal and Medical isiZulu to be offered from 2013.

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.

7.3.6 The University will provide a session on language and cultural awareness within the orientation programme for new students to the University. (Target 2008)

7.4 Student support services
(Target 2013)
7.4.1 IsiZulu-speaking students may, if they so wish, be allocated to a isiZulu-speaking personal tutor provided that there are isiZulu-speaking members of the teaching staff in the student’s subject area.

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.

7.4.3 The University’s Student Counselling Centre 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.

7.5 Central services
(Target 2013)

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 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.

7.5.3 The University 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 has been identified as being feasible and realistic.

7.5.4 The University will undertake regular monitoring of student and external demand for teaching through the medium of isiZulu.

7.6 Student learning resources
(Target 2013)

The University intends to accumulate significant collections of isiZulu language works and of works relating to the history, culture and politics of KwaZulu-Natal. As part of its support for the development of isiZulu-medium provision, the University will provide access to an appropriate collection of isiZulu-language reference works to support isiZulu speakers who wish to pursue aspects of their studies through the medium of IsiZulu.

8 IMPLEMENTATION OF THE PLAN
(Target 2008)

The Language Planning Facilitator will be identified as a central co-ordinator to facilitate the implementation of the Plan on a day-to-day basis within each faculty. Central arrangements will include the provision of a translation service available to all staff in all Disciplines.
8.1 Recruitment and employment  
(Target 2008)

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 of each faculty will be responsible for the implementation of employment and training measures set out in the Plan.

8.1.2 Heads of academic and administrative Disciplines will assume responsibility for their staff in their delivery of services in line with this Plan. Each School will be required to identify an isiZulu-language co-ordinator to assist in the implementation of the Plan across the University.

8.1.3 The University is conscious of its role in a multilingual society and 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.

8.1.4 For this Plan to be successful, the University must have enough 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.

8.1.5 All new staff will receive a copy of a summary of the Plan as part of their induction pack.

8.2 Vocational training for students  
(Target 2013)

8.2.1 Priority will be given to the provision of language skills courses for isiZulu-speaking students who wish to work through the medium of isiZulu in their chosen profession.

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.

8.3 Administrative arrangements  
(Target 2008)

8.3.1 This Plan will be approved by the Senate and will therefore have the full authority of the University for its implementation. Final responsibility for implementing the Plan rests with the Vice-Chancellor of the University, who may delegate this responsibility to appropriate officers of the University.

8.3.2 The University Languages Board will be delegated responsibility for coordinating isiZulu language provision within the University.

8.3.3 The University welcomes suggestions for improving its Plan, which should be addressed in the first instance to the isiZulu Language Plan Facilitator. Such suggestions will initially be considered by officers of the University, but major
matters of policy will be referred to the University Languages Board for consideration.

8.3.4 Central arrangements will include the provision of a translation service for approved material available to staff in all Disciplines. Translators used by the University will be suitably qualified so that a high-quality service is achieved. Expert advice on translation procedures may be obtained from the Language Planning Facilitator.

8.3.5 The University 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. This guidance will form part of the welcome pack for newly recruited staff and will be circulated to all staff.

9 MONITORING, BUDGETS AND RESOURCES

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.

9.1 In Phase 1 the University Executive will make available the financial and human resources necessary for the establishment of a Unit for Translation and Interpreting Services (UTIS) to service the major constituencies of the University.

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:

9.2.1 materials development to complement the academic programmes as well as extra-curricular initiatives of the University;
9.2.2 the training of educators in isiZulu;
9.2.3 corpus planning of isiZulu; and
9.2.4 the creation of incentives for students and staff to study isiZulu.

9.3 In Phase 1 the Senate of the University will establish a University Languages Board (ULB) to facilitate the implementation of the Policy in terms of targets approved by the University Senate and Executive. The University Executive will provide the financial and human resources necessary for the establishment of the ULB.

10 PUBLISHING INFORMATION
(Target 2009)

10.1 A bilingual report will be delivered to the Senate annually. Reports to the Council will include progress reports on the following matters:

- Achievement of measures identified in the Plan against the timetable envisaged.
- Review of new policies and procedures and arrangements made within the context of the Language Policy for Higher Education (2002), bearing in mind
the availability of funding, as well as the appropriateness and practicality of introducing such measures in bilingual format.

- Report on correspondence received in IsiZulu.
- Report on translation service provided and costs involved.
- Report on the use of corporate images on letterheads, signs, notices, etc.
- Report on publications.
- Report on staffing matters and training measures undertaken in the light of the Plan.
- Report on the incidence and nature of any complaints relating to the implementation of the Plan.

11 TARGETS

The University’s performance against the standards and targets will be published in the annual report to the Senate and a summary report on the University’s performance will be published in the University’s newsletter.