

# CODE OF CONDUCT FOR LANGUAGE USAGE IN THE SUPPORT FUNCTIONS OF SU

The Language Policy<sup>1</sup> of Stellenbosch University (SU) provides for the following:

“The default institutional language of the University is Afrikaans. English is used alongside Afrikaans as a language of communication for the University, as circumstances may require.... [This means] that Afrikaans is used in all circumstances as the language of internal communication, but that the particular needs of non-Afrikaans speaking staff and students are catered for with the appropriate sensitivity.” (Language Policy 2002: 4)

The code of conduct for language usage in SU’s support services spells out broadly the obligations and the expectations of role-players in the communication process, within the parameters of the Language Policy and Plan.

The code of conduct refers exclusively to the language of internal communication within SU, as the language of external communication (i.e. with the public and SU’s other external clients) is the language of preference of the client, where possible (Language Plan par 5.3(a)).

OBLIGATIONS OF ACADEMICS	EXPECTATIONS OF ACADEMICS
Academics have the following obligations:	Academics may expect the following:
Supplying documentation for meetings in Afrikaans, but for meetings at which people who cannot understand Afrikaans will be present, documentation must include at least an executive summary in English.	Assistance from the Language Centre and interpretation and translation services in order to assist in the provision of documentation in Afrikaans and (at least executive summaries) in English. Adequate budget to afford interpretation and translation services.
	Receipt of written and other communication in Afrikaans and/or English, depending on the language of preference of the person concerned.
	Receipt of agendas* for meetings in Afrikaans and English in cases where all parties involved do not understand Afrikaans.
Maintaining a courteous and accommodating attitude towards staff and students in situations where language may become an issue.	Courteous and accommodating approach by staff and students in situations where language may become an issue.
Giving expression to the corporate image of SU in a way that reflects the letter and spirit of the Language Policy.	

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<sup>1</sup> The complete Language Policy and Plan may be read in English at <http://www.sun.ac.za/Taal/index2.html>.

<b>OBLIGATIONS OF SUPPORT STAFF</b>	<b>EXPECTATIONS OF SUPPORT STAFF</b>
Support-service staff have the following obligations:	Support-service staff may expect the following:
Provision of agendas for meetings in Afrikaans with executive summaries in English, or documentation in English and Afrikaans in cases where there are people involved who do not understand Afrikaans.	Receipt of already translated executive summaries or complete documentation in English for inclusion in agendas.
Identifying, in consultation with the chairperson of a meeting, whether people will be present who do not understand Afrikaans.	
Provision of written communication, such as policy documents and correspondence, in Afrikaans and English, depending on the language of preference of those who receive the communication.	Assistance from the Language Centre and translation services in order to be able to provide translated written communication. Adequate budget to afford interpretation and translation services.
Provision of documents on conditions of employment in Afrikaans, English and isiXhosa.	Assistance from the Language Centre and translation services in order to be able to provide translated written communication. Adequate budget to afford interpretation and translation services.
Oral communication with academics and students (e.g. responding to questions and enquiries) in Afrikaans and English, depending on the language of preference of the client.	Assistance (financial and through expertise) from the University in the development of a staff member's language proficiency, i.e. making available time and training opportunities to sharpen an individual's language proficiency.
Clear guidance to students during recruitment campaigns with respect to the language policy and plan of SU and their implications for students whose mother tongue is not Afrikaans.	
Maintaining a courteous and accommodating attitude towards staff and students in situations where language may become an issue.	Courteous and accommodating approach by staff and students in situations where language may become an issue.
Giving expression to the corporate image of SU in a way that reflects the letter and spirit of the Language Policy.	
Provision of interpretation services for high-level meetings at which persons who cannot understand Afrikaans are present.	Funding from management to afford effective interpretation services.

<b>OBLIGATIONS OF STUDENTS</b>	<b>EXPECTATIONS OF STUDENTS</b>
Students have the following obligations:	Students may expect the following:
Written communication to support-service staff in Afrikaans or English.	Written communication from support-service staff in Afrikaans or English, depending on the language of preference of the student.
	Assistance from the Language Centre and translation services in order to be able to submit polished written communication.
Oral communication with support-service staff in Afrikaans or English.	Oral communication from support-service staff in Afrikaans or English, depending on the language of preference of the student.
Maintaining a courteous and accommodating attitude towards staff in situations where language may become an issue.	Courteous and accommodating approach by staff in situations where language may become an issue.

## **LANGUAGE OF MEETINGS**

The default language of meetings of statutory decision-making bodies is Afrikaans. In cases where people who cannot understand Afrikaans are involved, *either* English becomes the language of the meeting, *or* an interpreter's services must be made available, and agendas and discussion documents with an executive summary in English, or documentation written completely in English and Afrikaans, must be provided.

(\* "Agendas" here refers to the collection of documents for the meeting as well as to the topics listed for discussion at the meeting.)