**FAQs by students about SU’s new Language Policy**

**When will the new Language Policy take effect?**

The new Language Policy and Language Implementation Plans will take effect from the start of 2017. In the second semester of 2016, the current Language Policy will apply, with modules offered in accordance with the language specifications in the 2016 calendars (yearbooks). As in the first semester, and subject to available resources, SU will continue with additional measures to ensure that students who are not proficient in Afrikaans or English are not excluded from lectures.

**In what language will lectures be available?**

Faculties will offer academic programmes in a combination of three different language modes –

***More than one class group:***

For undergraduate modules where it is reasonably practicable and pedagogically sound to have more than one class group:

* separate lectures will be offered in Afrikaans and English;
* such learning opportunities as group work, assignments, tutorials and practical sessions involving students from both language groups will be utilised to promote integration within programmes; and
* students will be supported in Afrikaans and English with a combination of appropriate, facilitated learning opportunities (e.g. consultations during office hours or routinely scheduled tutorials and practical sessions).

***Afrikaans and English in the same class group:***

For undergraduate modules where both Afrikaans and English are used in the same class group, the combination of facilitated learning opportunities is as follows:

* During each lecture, all information is conveyed at least in English and summaries or emphasis of content are also repeated in Afrikaans. Questions in Afrikaans and English are, at the least, answered in the language of the question.
* Students are supported in Afrikaans and English during a combination of appropriate, facilitated learning opportunities (e.g. consultations during office hours, or routinely scheduled tutorials and practical sessions).
* For first-year modules, SU makes simultaneous interpreting available during each lecture. During the second and subsequent years of study, simultaneous interpreting is made available by SU upon request by a faculty, if the needs of the students warrant the service and SU has the resources to provide it. If two weeks have passed with no students making use of the interpreting service, it may be discontinued.

***Lectures in a single language:***

* Where the nature of the subject matter of the module justifies doing so, for example where the module is on the language itself.
* Where the assigned lecturer is proficient to teach only in Afrikaans or English. For these modules additional support is provided:
	+ If the lectures are in Afrikaans, SU makes simultaneous interpreting available in English.
	+ If the lectures of the first-year modules are in English, SU makes simultaneous interpreting available in Afrikaans, and during the second and subsequent years of study, simultaneous interpreting is made available by SU upon request by a faculty, if the needs of the students warrant the service and SU has the resources to provide it.
	+ If two weeks have passed with no students making use of the interpreting service, it may be discontinued.

Where all the students in the class group have been invited to vote by means of a secret ballot, and those students who have voted unanimously agree to it, the module will be presented in Afrikaans only or English only, provided that the relevant lecturers and teaching assistants have the necessary language proficiency and agree to do so.

**In what language will I be expected to write exams?**

Question papers for tests, examinations and other summative assessments in undergraduate modules will be available in Afrikaans and English. Students may answer all assessments and submit all written work in Afrikaans or English.

In postgraduate learning and teaching, including final year modules at NQF level 8, any language may be used provided all the relevant students are sufficiently proficient in that language.

**What impact will the Language Policy have on University residences?**

In residences and other living environments, language is used in such a way that, where reasonably practicable, no stakeholder is excluded from participating in any formal activities in these environments.

**What can I do if the Language policy is not being implemented correctly?**

Students who feel negatively affected by the implementation of the Language Policy can follow the following procedures:

* Re. **implementation by faculties**, complaints can be lodged as prescribed by the relevant faculty's appeals/complaints procedure or, in the absence of such a procedure and in order of preference, with the relevant staff member, the departmental chairperson or head, or the dean. If complaints are not satisfactorily resolved at faculty level and the complaints are related to academic contexts, students can refer the complaints to the Academic Planning Committee (APC), via the Student Academic Affairs Council. If complaints are still not resolved, the APC will refer the matter to Senate, with a recommendation.
* Re. **implementation by support services**, complaints can be lodged with the relevant hierarchy of line managers, or in the case of the broader University, with the Rector’s Management Team (RMT) via the executive committee of the Students Representative Council (SRC).
* Re. implementation in **student living environments**, complaints can be lodged with the relevant house committee or residential head. If complaints are not satisfactorily resolved at university residence or private student ward level, students may approach the Senior Director: Student Affairs.

In cases where the above mentioned structures are not suitable, complaints may be submitted to the SU Ombudsman for settlement in consultation with the relevant structures. Contact details are available on the University’s website under the link, Contact Us.