

1.4. The role of the UFS Language Committee

Resolution of the Executive Management on 8 November 2004:

1. that the current dispensation*) regarding the handling of language matters and related language complaints, as set out below, be confirmed;
2. that it be recommended to the Council to extend the ombudsman function of the Language Committee regarding the handling of complaints, as set out below*) for a further six months so that the frequency and nature of language complaints can be monitored and evaluated further;
3. that the EM will communicate the undermentioned line function responsibilities on language matters and related language complaints to those involved;

4. that the Language Committee table, discuss and refer where necessary, the following matters:

4.1 Any language complaint(s) that is (are) submitted to the Committee

Procedure:

The Chairperson of the Language Committee will channel the complaint to the line manager concerned, and the solution can be monitored by the Language Committee. If a solution is experienced as unacceptable by the complainant, or is contrary to the UFS Language Policy, or indicates a possible shortcoming in the Language Policy, the matter will receive the further attention of the Language Committee (refer to the process of handling language complaints as ombudsfunction).

4.2 Advice on the following matters:

4.2.1 Possible implications of the practical implementation of the Language Policy. (The Language Committee can, for example, give advice on a way in which further research and development work can be done to face the challenges resulting from the Language Policy.)

4.2.2 Possible proposals for the investigations regarding such implementation.

4.2.3 Reconsideration of aspects of the Language Policy (on request).

4.2.4 Application of the Language Policy in cases where a project or initiative is put into operation, and its language implications have to be taken into account.

4.2.5 Language matters of more general importance that are apparently not handled within a specific line function and/or on which there is uncertainty.

4.2.6 Language matters that cannot be solved satisfactorily in any other way.

5 In a following academic year the role of a UFS Language Committee should be reconsidered. *)The current dispensation and recommendations on the handling of language complaints as the manner in which the Language Committee performs its ombudsman function:

Current dispensation:

The area of language testing of new first-year students was managed as project with the Vice-Rector: Academic Planning as chair. Future line placement has to be clarified. All matters in this regard that have to be brought to the attention of the Language Committee, will be referred directly to the designated line manager.

Language skills development in students falls under the Vice-Rector: Academic Operations as line manager, and all matters in this regard brought to the attention of the Language Committee will be referred directly to him/her.

Language skills development in students falls under the Vice-Rector: Academic Planning as line manager, and all matters in this regard brought to the attention of the Language Committee will be referred directly to him/her, and will be handled in conjunction with the language departments. Translation of the agendas and minutes of meetings (appendices excluded) from Council to Faculty Board level is managed by the Management and Administrative Language Service which reports to the Registrar: General. All complaints related to the quality and delivery of these translations are reported directly to the Registrar: General. If such complaint is reported to the Language Committee, the Language Committee refers it to the Registrar: General.

Translation of official notices, media statements, advertisements, central policy and procedure documents and other language editing services that the Central Administration may require to ensure

the quality implementation of the Language Policy. Complaints relating to this must be referred to the Registrar: General.

Language services that may be required by academic departments for teaching and research (as distinguished in the Language Policy) such as translation or language editing of study material and scientific articles is the responsibility of the dean concerned. Complaints in this respect that are referred to the Language Committee will be referred to the dean concerned.

What applies to translation in the above, also applies to interpreting. Any complaints that may be reported to the language Committee, will be submitted to the suppliers of the service.

Language complaints about teaching matters that are reported to the Language Committee, will be referred to the dean concerned. If it is not solved at that level and is referred back to the Language Committee, the complaint will be referred to the Vice-Rector: Academic Operations and/or the Vice-Rector: Academic Planning.

Any language complaints related to Community Service that are reported to the Language Committee will be referred to the Chief Director: Community Service.

Any language complaints regarding special projects that fall under the control of the Director: Physical Resources and Special Projects received by the Language Committee, will be referred to the said Director for evaluation and facilitation.

Handling language complaints as ombudsman function of the Language Committee:

Process:

- receipt of a complaint;
- tabling of the complaint;
- referring the complaint to the relevant line function;
- monitoring whether the complaint is receiving attention to the satisfaction of the complainant; and
- if not, the complaint is referred to the following level of line manager, with the Rector as highest executive level of the University.