



sport, arts & culture

Department:
Sport, Arts and Culture
REPUBLIC OF SOUTH AFRICA

GUIDELINES ON TERMINOLOGY DEVELOPMENT

DEPARTMENT OF SPORT, ARTS AND CULTURE

(National Language Service)

2020

ACRONYMS

GATP	Generally-accepted terminology practices
MoU	Memorandum of Understanding
NLS	National Language Service
NTR	National Terminology Register
PanSALB	Pan South African Language Board
RSA	Republic of South Africa
SL	Source language
ST	Source text
TCS	Terminology Coordination Section
TL	Target language
TMS	Terminology Management System
TT	Target text

Concepts/Terms and Definitions

Designation

Representation of a concept by a sign which denotes it.

NOTE: In terminology work, three types of designations are distinguished, namely; symbols, appellations and terms.

[ISO 1087-1:2000, definition 3.4.1]

Equivalence

Relation between designations in different languages representing the same concept.

[ISO 860:2007, definition 3.5]

Generally-accepted terminology practices (GATP)

Standards, rules, conventions and recommended procedures to be followed when producing terminographical products and terminology services.

[ISO 22128:2008, definition 3.5]

Termbase/Terminology database

Database comprising a terminological data collection.

[ISO 30042:2019, 3.28]

Terminology

Terms used in a specific domain or set of designations applied to concepts belonging to one special language.

[ISO 22128:2008, definition 3.11]

Terminology Management System (TMS)

Software tool specifically designed for collecting, maintaining, and accessing terminological data.

[ISO 26162:2912]

Terminology product

Completed term lists and glossaries that are readily available to be used by the end-users.

Terminology project

A project aimed at collecting, developing, analysing and recording the terminology of one or more subject fields. **[ISO 15188:2001, P2]**

TMS administrator

Person who maintains the TMS and is responsible for a range of operational and maintenance activities for both the TMS and the database.

[ISO 18542 – 1:2012, 3.1.14]

Terminology service

Service that involves the production and/or dissemination of terminology or terminographical products.

[ISO 22128:2008, definition 3.13]

Terminography

Part of terminology work concerned with the recording and presentation of terminological data.

[ISO 1087-1:2002, definition 3.6.2]

Terminological data

Data related to concepts or their designations.

[ISO 1087-1:2000, definition 3.8.1]

1. INTRODUCTION

1.1 Purpose of the Guidelines

These guidelines outline the process of terminology development that is employed by the Department of Sport, Arts and Culture in carrying out its mandate of developing multilingual terminology to empower all official languages to be functional in technical domains. These guidelines are not mandatory but are intended to guide individual terminology developers and institutions involved in terminology development in various institutions across the Republic of South Africa RSA in effectively implementing terminology development projects. The guidelines outline the Generally-Accepted Terminology Practices (GATP) to be followed in the development of terminology. The use of these guidelines by all stakeholders will lead to a common understanding of the processes, principles and methodology of terminology development, thereby standardising the process of terminology development across all relevant stakeholders.

2. LEGISLATIVE CONTEXT

The strategic objective of the Terminology Coordination Section (TCS) of the National Language Service (NLS) is to develop terminology in the official languages of the RSA to enable these languages to be functional in technical domains. The TCS's mandate stems from the following legal instruments:

2.1 Section 6 of the Constitution of the RSA (The Constitution of the Republic of South Africa, 1996)

Section 6 of the Constitution provides the principal legal framework for multilingualism and the development of the official languages. It mandates government to take practical and positive measures to elevate and advance the use of indigenous languages.

2.2 The Use of Official Languages Act (Act No 12 of 2012)

Section 4(3) of The Use of Official Languages Act 12 of 2012 asserts: "Every national department, national public entity and national public enterprise must take into account its obligation to **take practical and positive measures to** elevate the status and **advance the use** of indigenous languages of historically diminished use and status **in accordance with Section 6(2) of the Constitution.**"

The Act which applies to national government departments, national public entities and public enterprises requires that these institutions establish language units which will serve to promote parity of esteem and equitable treatment of languages of the

RSA. The Act will lead to an increased demand for translation, editing and interpreting in the official languages. The areas of terminology and terminography will inevitably be affected. Along with the increased demand for translation and interpreting, the development of terminology in the official languages will have to be accelerated.

2.3 The Department of Sport, Arts and Culture Language Policy, 2020

In promoting multilingualism, the Department of Sport, Arts and Culture's Language Policy adopts all the 11 official languages of the Republic as the official languages of the Department. In line with the Policy, the TCS develops terminology in all the official languages of the country.

3. NORMATIVE REFERENCES

The following referenced documents are indispensable for the application of these Guidelines:

- Constitution of the Republic of South Africa, 1996
- The Use of Official Languages Act (Act No 12 of 2012)
- The Department of Arts and Culture Language Policy, 2014
- ISO29383:2010-Terminology policies (Development and implementation)
- ISO704:2009-Terminology work (Principles and methods)
- ISO12616:2004-Translation-oriented terminography
- ISO860:2007-Terminology work (Harmonisation of concepts and terms)

- ISO23185:2009-Assessment and benchmarking of terminological resources (General concepts, principles and requirements)
- ISO1087-1:2000-Terminology work (Vocabulary, theory and practice)
- ISO22128:2008-Terminology products and services (overview and guidance)
- ISO12620:1999-Computer applications in terminology (Data categories)
- UNESCO Guidelines for terminology policies
- PanSALB Act

4. What is terminology development?

Terminology development is a process that involves all stages (or phases) in manipulating terminological data in order to create a terminological database which provides a vast pool of terminological information. Hard copy formats can be produced from such a pool according to specific client needs and user requests. In the case of bilingual and multilingual data corpora, the consecutive production steps can be

grouped together into two main phases, namely the source text production phase (primary term creation phase) and the target text production phase (secondary term creation phase).

In South Africa we have a multilingual dispensation. We are therefore involved with the provision of terminologies for various subject fields and domains in order to render these languages functional for technical communication in all spheres. Therefore the most important issue is to provide terminologies in these languages quickly and in as many knowledge fields and domains as possible.

4.1 The roles of people involved in terminology development

Project Leader

This refers to a TCS official who is responsible for leading a terminology project. The responsibilities of the project leader are to:

- Compile a project plan
- Monitor the implementation of the project plan
- Monitor budget spending of the project
- Facilitate the planning for hosting of working and consultative meetings for the project
- Compile progress and close-up report of the project

Terminologist

This refers to a TCS terminologist. A terminologist identifies and documents new terminology, manage existing terminology by updating records to identify terms that have become obsolete, communicates with a diverse group of subject field specialists to determine the appropriate terms for concepts. Terminologists in the TCS work in a multilingual environment and therefore also provide term equivalents in their respective languages.

Full treatment of a term:

This involves five (5) activities that needs to be done by terminologist:

- (a) Excerption of terms
- (b) Documentation into TMS
- (c) Research
- (d) Provision of three definitions

(e) Provision of target language equivalents

TMS Administrator

This refers to an official who manages access of all terminologists to TMS. The Administrator of the System gives access rights to terminologists for them to work on the different terminology projects.

NTR Administrator

All terminology projects need to be registered in the National Terminology Register when they are initiated, in progress and/or completed. An NTR administrator administers it by giving relevant information to the individuals and stakeholders who register their projects.

Editor

An editor works directly with terminologists to validate terms and definitions according to established grammar and style guidelines. This official edits and proofreads TCS documents and term lists, and facilitates editorial meetings by looking for and creating definitions for terms that do not have definitions, especially in a dictionary. During the editorial meetings, terminologists discuss each term in the term list, and eventually give a common provisional target to every term.

Stakeholder

This refers to any person/associate who works jointly with TCS on a terminology development project. The stakeholders help the section by giving support, and their linguistic input also improves the quality of a terminology development project. The internationally accepted process of terminology development requires the collaborative efforts or involvement of subject field or domain experts and linguists in the creation of terminology. **(ISO 22128:2008, P24)**.

Below are the different kinds of stakeholders involved in terminology development:

Linguist

This refers to mostly linguists and language practitioners who form the core group that assist the language-specific terminologists.

When the terminologists for instance compile a Mathematics term list, the core group of collaborators would get language practitioners and linguists of the relevant language to assist them with the discussion of the terms and related information. The

terminologist would then return to the office and update the database according to the suggestions made by the collaborators.

Subject Field/Domain Specialist

Subject field specialists bring expertise on the project or potential use cases for the vocabulary to the team. These experts are generally not experts in terminology development; but they are rather experts in the subject field or domain in which terminology is being developed.

In all cases, it is important to check with the subject field specialist to determine the relevance of materials from which terms are excerpted and harvested. There are reasons for this, and they include among others, the fact that terminology may have a particular bias or may be deprecated, obsolete or even obsolescent.

5. TERMINOLOGY DEVELOPMENT PROCESS

5.1 Identification and analysis of needs

This refers to a joint effort by the TCS officials of discussing, assessing and justifying the need to conduct any terminology development project. Officials are at liberty to suggest and initiate projects internally, or there may be external requests for collaboration. The process of making thorough research and/or assessing the need for a project is very important because it ensures that there is no duplication of the term list, in case it already exists, and to check whether there is a serious need to conduct the terminology project.

TCS will analyse the need for each project by determining the project's end-users. The identification of end-users will determine the scope, approach, language level or register to be used while developing the terms and to ensure that the end-product is tailored to the end-users and clients (e.g. include domain-specific jargon, standardised client terminology, etc.) (**ISO 22128:2008, P24**). The end-users should be clearly stated e.g. learners, students, subject community, language practitioners or the general public.

In the case of an external request for collaboration, it is imperative to create a Service Level Agreement (SLA) with the client which clearly outline the role of all parties involved in the project.

TCS may also consider using its expertise to help expand term lists which do not have all official languages. For example, in cases where a province/institution has conducted a terminology project in some languages only, and not in all of the official languages.

5.2 Determining the scope of the project

The scope of the project should consider the technical tools available, as well as both the human and financial resources available. The costs to produce, deliver and publish the term list should be clearly outlined. For a very broad subject field/domain, it may be advisable to implement the project in phases.

5.3 Planning of the project

After the project has been defined and the project team has been nominated, TCS will be ready to enter the second phase in the project management life cycle, which is the detailed project planning phase.

Project planning is at the heart of the project life cycle, and tells everyone involved where they are going and how they are going to get there. The planning phase is when the project plans are documented, the project deliverables and requirements are defined, and the timelines clearly stipulated. The plans created during this phase will help TCS manage time, budget, quality, changes, risk, and related issues.

5.4 Breaking down of the project

This entails organising the project team into manageable sections by spelling out the breakdown of the project into tasks and sub-tasks. Each member of the team needs to understand their role in the team, for example, obtaining and deciding on the relevant sources from which terminological data can be collected as part of the initial planning of the project, and identification of stakeholders.

5.4.1 Tasks and sub-tasks involved in the terminology development project

(a) Identification of Stakeholders

It is very important to determine all the stakeholders, and to try to involve them in a way that advances the goals of the project. This process can be done in the following manner:

(b) Advertising

TCS may use some combination of the media – often free, through various community service arrangements – community meetings, community and organizational newsletters, social media, targeted emails, announcements by leaders at meetings and religious gatherings, and word of mouth to get the word out. It may also find people who consider themselves stakeholders whom we have not thought about.

After determining the potential people and/or organisations that are likely to become stakeholders of the project, the project team will then analyse each and every one of them, looking at their:

- Experience and expertise
- Qualifications
- Willingness to take part in the project

The international best practice in the ST production phase of terminology development involves the following steps:

5.5. ST production

The international best practice in the ST production phase of terminology development involves the following steps:

5.5.1 Determining the SL

The consequence of the historical marginalisation of indigenous languages in South Africa is that English technical vocabulary is far developed than that of the African languages. The SL of the TCS terminology projects is therefore English with the other ten official languages as the TLs. The choice of the SL therefore depends on the domain of the project and the level of development of the language to be used as a SL in a particular domain/subject field.

5.5.2 Term excerption/extraction/harvesting

Terminology can be extracted either manually or automatically by using term extraction tools. The TCS extract terms manually by highlighting terms on subject field documents and transferring them to the TMS. Terms are excerpted/harvested from various subject field sources like textbooks, brochures, manuals, reports etc. The relevance of sources from which terminology is extracted depends on factors like, the domain treated, the end-users of terminology work and the reliability of the sources.

5.5.3 Documenting relevant terminographical data

Documentation of additional descriptive information about concepts and terms is crucial as this terminographical data assists the terminologist in formulating accurate definitions for the terms. These additional descriptive information of terms includes context indicators, research notes, etymology of the term etc.

5.5.4 Supplying definitions

Terminologists research definitions of terms from various relevant sources like, technical dictionaries, glossaries, internet, subject field manuals and/or brochures etc.

When defining concepts, the knowledge of the end-users should be taken into consideration so that definitions satisfy the needs of the users of the terminology (De Besse, 1977:44). In this regard, terminologists may adopt definitions to suit the needs of the end-users. In writing definitions, terminologists frequently consult with subject field experts as they rarely have sufficient knowledge of the subject field/domain.

5.5.5 Editing of the ST

Once the ST is completed, it undergoes rigorous editing process, which follows the following order:

- The project team edits the ST to ensure that the terms and definitions are accurate.
- The project leader then organises internal editorial meetings where all terminologists participate in scrutinising the document to ensure that all term entries and definitions are accurate.
- The document is then sent to the subject field specialist(s) for comments. As already indicated, terminologists have limited knowledge of the subject field and it is therefore imperative to get comments from the domain experts on the correctness of the terms and definitions; which synonyms should be selected as the preferred ones and why; and whether there are synonyms that have been omitted in the term list.
- The comments of the subject field specialist(s) are incorporated by the project leader into the ST.
- The TCS editor then conducts the final editing of the ST.

5.6 Management of the TMS

As indicated before, the TMS is a software tool specifically designed to collect, maintain, and access terminological data. It is a searchable database that contains a list of approved terms and rules regarding their usage. It is used for documenting terms in special designated information fields, in a variety of languages, in order to create a multilingual terminology database. The Administrators of the System give access rights to terminologists for them to work on the different terminology projects. They also do quality control of all projects in the system. The administrators are also asked from time to time to export data into word format in order to print copies of term lists.

5.7 Target text production

Upon completion of the ST, TCS provides term equivalents in the ten (10) official languages of the RSA, namely, Setswana, Sesotho, Sepedi, Afrikaans, Tshivenda, Xitsonga, siSwati, isiNdebele, isiXhosa and isiZulu. In doing so, the terminologists conduct research and consult language experts and subject field specialists. In order to produce quality term lists in the target languages, the target text undergoes strict quality control measures in the form of the following series of meetings:

5.7.1 Editorial meetings

These are in-house meetings during which the terminologists discuss and provide common equivalents to terms, provisionally. The subject field specialist(s) may be invited to the meeting to give more clarity to some complex concepts and terms.

5.7.2 Working meetings

Terminologists organise working meetings per language to discuss the term equivalents provided in-house. A working meeting comprise a terminologist(s), linguists and a subject field expert(s). The role of the terminologist in the working meeting is to advise on term-formation principles, how a term equivalent was arrived at and to record the detailed discussions (minutes) of the meeting. The role of the linguists is to advise on the orthography and spelling rules of the target language and also the accuracy of the equivalent term looking at the linguistic aspects of the target language. The role of the subject field specialist(s) is to clarify the definition and use of the term. It is crucial that the working list be circulated to the collaborators (linguists and subject field experts) way in advance in order for them to thoroughly prepare for the meeting.

5.7.3 Consultative meetings

Upon return from the working meeting, a terminologist update the database based on the minutes of the meeting. To further strengthen the quality control of the TT, a consultative meeting is organised which comprise mainly different participants from those of the working meeting except the subject field specialist who is mostly the same person in all the meetings.

The stakeholders that should form part of the consultative meetings include, terminologist(s), linguists and the subject field specialist(s) will help in telling whether the provided equivalents are relevant or not, give the etymology of the target terms, suggest more equivalents (synonyms) that may have been left out in the working meetings, determine the degree to which synonyms and related terms should be included and whether the focus of the vocabulary will be on jargon, popular terms, scientific terms, etc.

5.7.4 Verification meetings

The completion of both the ST production and the TT production mark the finalisation of the term list and completion of the internal terminology development process for the TCS. The final terminology list is then handed over to the Pan South African Language

Board (PanSALB) for verification and authentication. This task is carried out by the National Language Bodies (NLBs) of PanSALB.

5.8 Publishing and dissemination of term lists

Once the terminology list is published, it is crucial to ensure that the list is easily accessible to the end-users and the public in general. The published term lists are therefore made available in both soft and hardcopies. Minimal number of hardcopies are printed to cover those stakeholders that do not have access to the internet. This is done as an attempt by the Department to be environmentally friendly. All published terminology lists are also made available in the Departmental website.

List of References

- Constitution of the Republic of South Africa, 1996
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