



**EdenLanguageAcademy**  
A division of Pro Ed Eden

## **PROMOTION OF ACCESS TO INFORMATION ACT**

### **SECTION 51 MANUAL**

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person or entity, whether such information is required by someone to protect his/her rights.

## **OVERVIEW**

Eden Language Academy is a company offering language training to individuals or groups of people. Training in several African and European languages is offered.

This manual serves to inform members of the public of the categories of information we hold, and which may, subject to the grounds of refusal listed in the Act, be disclosure after evaluation of an access application being made in terms of the Act.

## **AVAILABILITY OF THIS MANUAL**

A copy of this Manual is available -

- On request from our Information Officer
- From the South African Human Rights Commission (“SAHRC”) at the addresses and/or telephone numbers as published by the Commission

This Manual will be updated from time to time, as and when required.

## OUR INFORMATION OFFICER

Our Information Officer is:

Marie Smalberger

Director

Tel. 044-873 2103

Cell: 082 6649 069

E.mail: [info@eden-la.com](mailto:info@eden-la.com)

## RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of the following legislation to the persons or entities specified in such legislation, as well as the specific protections offered by such laws. As legislation changes from time to time, and new laws may stipulate new manners and extend the scope of access by persons specified in such entities, this list should be read as not being a final and complete list.

### Business legislation (including all regulations issued in terms of such legislation):

The Companies Act 71 of 2008; Income Tax Act 58 of 1962; Value Added Tax Act 89 of 1991; Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997; Employment Equity Act 55 of 1998; Skills Development Levies Act 9 of 1999; Unemployment Insurance Act 63 of 2001; Electronic Communications and Transactions Act 25 of 2002; Telecommunications Act 103 of 1996; Electronic Communications Act 36 of 2005; Consumer Protection Act 68 of 2008; Broad-based Black Economic Empowerment Act 53 of 2003; National Credit Act 34 of 2005; Long-term Insurance Act 52 of 1998; etc.

Health legislation (including all regulations issued in terms of such legislation):The National Health Act 61 of 2003; Medical Schemes Act 121 of 1998; Medicines and Related Substances Act 101 of 1965; Children's Act 38 of 2005; Mental Healthcare Act 17 of 2002; Choice on Termination of Pregnancy Act 92 of 1996; Sterilisation Act 44 of 1998; Health Professions Act 56 of 1974; etc.

## REQUESTS FOR ACCESS

Requests for access to records held by Eden Language Academy must be made on the request forms that are available from our office, or from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)).

When a record is requested, the following will apply:

- Fees may be payable. These fees are prescribed by law, and can change from time to time. The fee list is attached to this document.

- The Request Form must be completed. It can be obtained from the Information Officer, on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or on the website of the Department of Justice ([www.justice.gov.za](http://www.justice.gov.za)) under “PAIA” and “forms”.
- On the Request Form all details must be completed, including the right the requester wants to protect by requesting the information.
- If the requester is acting on behalf of someone else, the signature of the other person as the one who is authorised the request to be made.
- The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc.) s/he wants to access the information.
- If the record is part of another record, the requester will only be access the part(s) that pertains to the information s/he wants or is entitled to, and not the rest of the record.

All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act. One can, for example, not access another person’s confidential information, or trade- or commercial secrets of a business.

An answer on a request for information must be made within 30 days of the request, and if not granted and the requester is not satisfied s/he can approach the courts within 30 days.

<b>RECORDS HELD BY EDEN LANGUAGE ACADEMY</b>
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We hold records in the categories listed below. The fact that we list a record type here does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act.

**Internal records relating to our business**, which includes our business’s founding and other documents, minutes and policies; annual and other reports; financial records; operational records, policies and procedures; contracts; licences and other intellectual property; production, marketing records; other internal policies and procedures; internal correspondence; statutory records; insurance policies and records; etc.

**Personnel records**, which includes records relating to temporary employees, fixed term employees, part-time employees, permanent employees, locums, associates, contractors, partners, director. It includes personal files and similar records, records a third parties have provided to us about their personnel; employment contracts, conditions of employment; workplace policies; disciplinary records; termination records; minutes of staff meetings; performance management records and systems and all employment-related records and correspondence.

**Client/patient records**, which includes client/patient lists; health records; medical reports; funding records; agreements; consents; needs assessments; financial and accounts information; research information; evaluation records; profiling; and similar information. ***It must be noted that, in the***

**health sector, personal and patient information are protected by legislation and ethical rules, and disclosure can only take place, if at all, without those frameworks.**

**Supplier and service provider records**, which includes supplier registrations; contracts; confidentiality agreements and non-disclosure agreements, communications; logs; delivery records; commissioned work; and similar information, some of which might be provided to us by such suppliers and providers under service- and other contacts.

**Technical records**, which includes manuals, logs, electronic and cached information, product registrations, product dossiers, health professionals council / statutory body records, approvals, conditions and requirements, trade association information and similar product information.

**Third party information**, which may be in our possession but which would be subject to the conditions set in relation to such possession and use or purpose limitations.

**Environment and market information**, which include information bought, publicly available information and commissioned information which pertains to the specific sector and market of our business and factors that affect the business, professional and healthcare environment.

## HOW THE ACT WORKS AND INFORMATION PUBLISHED BY THE SAHRC

More information on how the Act works and all other information can be obtained from the SAHRC at:

Private Bag X2700  
Houghton  
2041

Braampark Forum 3  
33 Hoofd Street  
Braamfontein

Tel: 011 877 3600

There are also provincial SAHRC offices in all nine provinces.

## VOLUNTARY DISCLOSURE

The following information is made known automatically and persons do not have to request such information.

**Company profile: M.A. Smalberger Inc. t/a Pro Ed Eden t/a Eden Language Academy**

Eden Language Academy is the language academy of Pro Ed Eden Educational and Therapy Centre.

**Company data:**

Company Registration Number: 1995/006582/21

Value Added Tax Number: 445 015 1610

Postal address: P. O. Box 4997

**Director: Marie Smalberger**

George East

6539

South Africa

Physical Address: Pro Ed Eden Education and Therapy Centre

98 Mitchell Street

George

6529

South Africa

Tel. no.: +27 (0)44 873-2102

Fax no.: 0866 316 036

Email address: [info@eden-la.com](mailto:info@eden-la.com)

Website address: [www.eden-la.com](http://www.eden-la.com)

Director: Mrs. Marie A. Smalberger

Graphic artist: Jonathan Sauer

International translations: Mrs. Florence Chanal

National translations: Mrs. Sibongile Mdayi

Facilitators: Nokuzola Manyisane

Xolile Dyabhaza

Derrick Qoyo

Thembinkosi Rayi

Busiswa (Tonyela) Biyela

Sibongile Mdayi

## MISSION STATEMENT

Our Mission comprises 3 elements: Practicality, Efficacy and Diversity

Deliver effective language services, products and training relevant to each person's field of expertise by skilled facilitators, in a manageable time-frame, with maximum satisfaction and timeous execution.

- In so doing we hold ourselves accountable to one another, our clients and to our role in our community, in South Africa and the world.
- We respond with energy and purpose while communicating with respect and empathy.
- We embrace challenge and reward innovation while nurturing personal development.
- We track global trends and best-practice, then form and apply them locally.

## VISION STATEMENT

Our Vision embraces 3 elements: Enhancement, Enlightenment and Enablement

Enrich industries and communities of South Africa's rainbow nation with culturally sensitive professionals who embrace diversity and work for harmony.

- Our purpose is to enhance work ethic and support those who refuse to be slaves-of-the-ordinary.
- We aim to work with those who actively contribute, who strive to improve the service they give to their patients, clients and fellow staff members.
- Our goal is to work towards zero-defect, with cost-effective strategies that are relevant, timeous and actionable.
- We strive to set, rather than follow the international standard in industry-specific language services, products and training.

## OUR VALUES

Our Values encapsulate 3 elements: Openness, Generosity and Connectedness

In a world that is often insular, closed and tight-fisted we promote transparency, attachment while empowering ourselves and others to achieve that which now may appear way beyond their own vision.

- Even though we are experts in our field we remain Open to new ideas, we lean forward, exploring the edges, never satisfied with the status quo.
- We are in a hurry to act, to do and to make something worth making.
- We remain restless for opportunities to be Generous, focused on giving people the chance to speak up, especially those who have never had the chance to do so.

- We are aware that the single most effective way to move forward is to help others move forward first.
- We are Connected, part of the community, in-tune with the realities and dreams of our tribe of learners, clients and staff.
- We are able and interested in not only cheering people on, but shining a light on how they can run to accomplish their goals.
- We reject fear - fear of failure, fear of tipping points or vulnerability and we never lose interest - never!

### OUR STRATEGIC OBJECTIVE

To establish a recognised standard for industry-specific language learning that allows graduates to deliver value-added service to their clients, patients and staff in a way that is consistent with our mission and values while creating more opportunities for incremental revenue enhancement and customer loyalty.

- Our commitment to our employees will contribute to the success of our clients. By having loyal, innovative and well-compensated employees, superb quality service to our customers will be a natural outflow.
- Our business is complex, with human, mechanical, and computer systems in simultaneous motion. Success therefore depends on refined communication and organizational systems, dedicated staff, rigorous quality control, assertive innovation, intense system maintenance and improvement, measured marketing, and relentless attention to detail.
- Competitive advantages include products and services designed around the unique needs of the customer, a satisfied learner experience that is immediate and consistent.

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Responsibilities are segmented into business units with appropriate cross-training to ensure there are people in place to accommodate the absence

At Eden Language Academy we strive to be relevant to the needs of our country, South Africa, and her learners and educators.

### QUALITY POLICY

Our services and products are at par with international requirements and expectations.

### CLIENTELE

Here follows a list of some of our customers:

1. Department of Health

2. Department of Education
3. Trade unions
4. Local government, i.e. various municipalities
5. MediClinic
6. Private companies
7. Individuals

<b>WE ARE A MEMBER OF</b>
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<b>HOW TO REACH US</b>
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Email Address: [info@eden-la.com](mailto:info@eden-la.com)

Tel: +27 (0)44-873-2102

Fax: 0866 316 036

<b>PRICE LIST</b>
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Prices vary according to class sizes and specific requirements from the applicant. Please contact us directly for a quote.





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A division of Pro Ed Eden

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## CURRICULUM VITAE: *Marie A. Smalberger*

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ID nr. : 630712 0019 08 1  
Nationality : South African  
Work address : Pro Ed Eden, 98 Mitchell Street, George, 6529  
Postal address : P.O. Box 4997, George East, 6539  
Work tel. nr. : 044 - 873 2102  
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Skype nr. : proed.eden  
Cell nr. : 082 6649 069  
Email address : marie@eden-la.com  
Website : www.eden-la.com



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## Career History

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2009 – 2014: Director of Pro Ed Eden Therapy and Education centre  
Senior Occupational Therapist.  
Director of Pro Ed Eden Publishers  
Director of Eden Language Academy  
Supplier of Paediatric Gift Packs to Medi Clinic.  
Guest lecturer at the Department of Education.  
SAQA Assessor  
Mother of three children.

1994 – 2008: Voluntary work as Occupational Therapist at schools.  
Medical secretary to a Medical Specialist.

1989 – 1993: Head Occupational Therapist at Pro Ed Centre in Cape Town.  
Secretary for the Western Cape Private Practitioners Group.

1988 – 1989: Occupational Therapist at North Enfield Hospital, UK.

Senior Occupational Therapist at Lister Hospital in the UK.

Occupational Therapist at Davidson Hospital in Saskatchewan, Canada

1987: Occupational Therapist at Alpha School for Autistic Children, Cape Town.

1983 – 1986: Obtain B. Occ.Th. degree at University of Stellenbosch.

1982: First year B.Sc.

1981: Matriculated from D.F. Malan High School.

HPCSA nr. OT 0012570

Pr. Nr.: 066 000 6606873 – Occupational Therapy

Registration date: 1990/10/01

OTASA membership nr. 4751

Membership: SAISI

Branch membership: Southern Cape

SCISIT qualified test user: 15/05/1993

SIPT conversion completed and registered user: 12/04/2008

Seminar on Effective Management: 15 – 16/09/1989

Also attended courses on Eye Movements, Down Syndrome

NDT – introduction course at US.

PASA (Publishers Association of South Africa) membership

SAQA Accredited Assessor

Member of Proudly SA

Member of PASA (Publishers Association of South Africa)

Exhibited at the Cape Town Book Fair, 2010



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## CURRICULUM VITAE – *Jonathan Sauer*

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Email address: info@eden-la.com

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### Education & Accreditations

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- Fairmount Senior Secondary School Matric 1989
- Art Directors Workshop – 2 years
- The DTP Workshop / Mac Train  
Freehand / Photoshop / Quark Express

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### Career

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- Drukkor Printing - Graphic Designer – 2008
- Saverite Supermarket - Management – Jan 2013
- Pro Ed Eden - Admin & Design - Current



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## CURRICULUM VITAE : *Xolile Matthews Dyabhaza*

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### Education & Accreditations

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- 1991: Grade 12, Percy Mdlala High School
- 1994 – 1998: BA Education (HDE)

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### Career

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- 1999 – 2001: WCED ABET co-ordinator, PetroSA
- 2003 – Current: Educator, Imizamo Yethu Secondary School
- 2014 - Current: isiXhosa Language Teacher at Eden Language Academy



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## CURRICULUM VITAE : *Thembinkosi Rayi*

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### Education & Accreditations

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- 1992: Grade 12, Newell Secondary School
- 2003 – 2006: B.A. Theology
- 2008: UWC, Honors in Social Development
- 2013: SAQA Facilitator and Assessor

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### Career

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- 2007 – 2010: Youth Pastor, Langa Baptist Church
- 2011 – 2012: Social Development Care Officer at Life Community Services
- 2014: Ordained Pastor of Thembaletu Baptist Church
- 2013 - current: isiXhosa Lecturer at Eden Language Academy



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## ***Curriculum Vitae – Sibongile Mdayi***

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### Personal detail:

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Home address	: ny148 no. 36, Guguletu, 7750, Cape Town
Fax nr.	: 088 044 873 2102
Skype nr.	: proed.eden
Cell nr.	: 084 888 1055
Email address	: <a href="mailto:sbongilesbosh@webmail.co.za">sbongilesbosh@webmail.co.za</a>
Website	: <a href="http://www.eden-la.com">www.eden-la.com</a>

### Education & Accreditations

- Grade 12 / Matric
- School attended: Willow Crescent Secondary School
- Year completed: 2004

## Languages

- Home Language: isiXhosa
- English,
- Afrikaans,
- Sesotho,
- Sizulu,
- Sepedi,
- Tshivenda,
- Setswana,
- Sign language,
- Siswati,
- Tsonga

## References

Mrs O.Hill : 011 9465 2118  
Miss D.Smith : 0839966943  
Mr D.Deppisch : 0834151413

## Relevant Career History

2014 - Current: Facilitator at Eden Language Academy  
Afrikaans language Training for Drakenstein Municipal Staff  
Xhosa Language Training for WC Department of Health staff  
Afrikaans Language Training for City of Cape Town Library staff  
English language training for City of Cape Town, Health staff  
Afrikaans language training for Tygerberg Hospital staff  
English language training for Tygerberg Hospital staff



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## ***Curriculum Vitae – Nokuzola Manyisane***

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### **Personal detail:**

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Name	:	Nokuzola
Surname	:	Manyisane
I.D. number	:	601206 0984 08 4
Nationality	:	South African
Address	:	No. 2 Wynyard Road, Flamingo Vlei Table View, 7441
Cell nr.	:	082 588 8409
Email address	:	<a href="mailto:aluwelwa@gmail.com">aluwelwa@gmail.com</a>

### **Education:**

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1995 – 1997	:	BA (Majored English + Psychology) UWC
1998	:	B.Ed Curriculum and Pedagogy Gender Studies Computers in Education (UWC)
2010	:	Accredited Assessor
2011	:	Grade E, D, C, B Security Certificate (Retention Emergency Dynamics)



## Career history:

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2001	:	Child care worker Lilliebloem House
Duties	:	Observing psychologically affected children and Reporting to the social worker on a weekly basis
2002	:	Consultant at Southern Life Insurance
2003	:	Itinerant teacher at Fish Hoek Primary, Paul Greyling & Muizenberg Junior Schools
2004	:	Teacher at Mbasa Primary & Glendale High School
2005	:	English Teacher at Prieska High School – N. Cape
2006 – 2010	:	Life Orientation & isiXhosa teacher at Camps Bay High
Other		Scribed for Committees in Parliament Volunteered in NICRO
2011 – 2012	:	Human Sciences Research Council (HSRC) SABSSM 1V Freelance Supervisor SANHANES 1 Provincial Co-Ordinator in the Eastern Cape
2013 – 2015	:	Teaching isiXhosa at St. Georges' Grammar School Cape Town



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## **CURRICULUM VITAE: *Florence de Rougemont Chanel***

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Skype nr.	: proed.eden
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Website	: www.eden-la.com

### PROFILE

Currently independent teacher of 5 European languages, (French, Spanish, Italian, German and English) I teach individuals or small groups. I do my best to adapt to the learning styles of my students (between 11 et 65 years of age) and to the themes which concern them more particularly.

#### Experience (in South Africa)

Independent language teacher, Oudtshoorn, George, Mossel Bay— 2004-2012

I started with a few French students in my town, then due to more demand, the groups grew and I added a few languages. I extended my radius to 2 other towns, going to several private schools. I also made a number of translations within my 5 languages and wrote a 60 page course for each of my languages, courses that I still use with my students.

#### CL Education — 2010-2012

This is a virtual secondary school based in Johannesburg. It prepares students for the Cambridge examinations. I currently have 13 French students whom I only teach via Skype. They are all over the country and Mauritius. I wrote a full course - 170 pages long - with sound tracks to accompany my teaching.

#### Glenwood House, George — 2008-2012

This private school follows the IEB system of examination. I started with a few learners exempted from Afrikaans, then was given the responsibility of teaching grades 7, 8 and 9 for 2 years. Due to the new curriculum, French had to be removed and I now teach it as an extra curricular subject along with Spanish and German.

#### Eden School of Culinary Arts, George — 2007-2012

Every year a new group of about 12 post matric students learn French with me for about 9 months.

#### Cambridge University Distance Learning — 2006-2012

I have French, German and Spanish students whom I prepare for the Cambridge examinations. They are all home schoolers.

#### Hotomskloof Primary, Oudtshoorn — 2006-2011

I gave English conversation on a voluntarily basis to 4 classes in this Afrikaans rural primary school.

#### Principia College, Oudtshoorn — 2007-2011

This secondary school follows the IEB system. I gave classes there to the grades 8 et 9, then every year I taught French to the students exempted from Afrikaans. The school closed in 2011.

Monteniqua Academy, George — 2007-2008

This was also a Cambridge system based school, I was in charge of French Intermediate and Advanced. This school closed after one year.

Mossel Bay International Academy, Mossel Bay — 2006-2008

This secondary school follows the Cambridge University Distance Learning system and gave me the opportunity to get to know the criteria of this institution. I taught French there.

Experience (in Switzerland)

Elm Bookstore, Geneva — 2002-2003

I sold and ordered books for the only English-speaking bookshop in Geneva.

Ecole Le Manoir, Geneva — 1991-2002

This kindergarten and primary school allowed me to realise that I preferred contact with children in their learning environment rather than in a therapy room. I taught there for 7 years, then I bought it and managed it for 5 before selling it when I decided to emigrate to South Africa. I was responsible for 100 pupils and 15 teachers.

Education

University of Geneva, Switzerland — Masters in Psychology, 1991

Collège Calvin, Geneva, Switzerland, 1984

Miscellaneous

Teaching, listening and constantly learning are my 3 pillars.

I have 2 daughters, one in Stellenbosch University and the other in Oudtshoorn High School.

References

Chris Forster [spanielforster@gmail.com](mailto:spanielforster@gmail.com) Head of CL Education in Johannesburg

Peter Farrands [peter.farrands@gmail.com](mailto:peter.farrands@gmail.com) Private and Distance Tutor

Johan Mitton [johann@alevelteam.co.za](mailto:johann@alevelteam.co.za) Education Entrepreneur

Francois Ferreira [francois@francoisferreira.com](mailto:francois@francoisferreira.com) Principal of Eden School of Culinary Arts

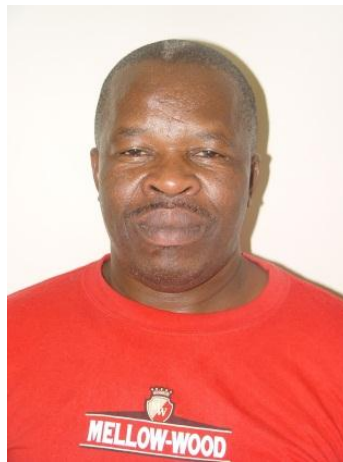


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## CURRICULUM VITAE: *Derrick Didiza Qoyo*

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### Education & Accreditations

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- Grade 12 / Matric
- B.A. in Education, Majoring in IsiXhosa, Psychology. (H.D.E.)

### Career

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- 2006 – 2014: Teacher at Imizamo Yethu Secondary School
- 2012 – Current: Part time facilitator at Eden Language Academy



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## CURRICULUM VITAE: *Busiswa (Tonyela) Biyela*

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### Education & Accreditations

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- Grade 12
- BA in Education

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### Career

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- Imizamo Yethu Secondary School
- 11 years teaching Experience
- 2012 – Current: Part time facilitator at Eden Language Academy

## PUBLICATIONS

Thirteen activity workbooks on Visual perception and Fine motor Co-ordination development:

The Va-Va-Voom Soccer Book	Isixhosa Activity Workbook
The Best Kids Soccer Book	Incwadi Yomsebenzi Kappro Ed Eden
Die Va-Va-Voom Sokkerboek	The Bafokeng Soccer Book
Incwadi Yabantwana Yebhola Ekhatywayo.	Pro Ed Eden Werkboek Grondslagfase
Va-Va-Voom El Libro De Futbol	Pro Ed Eden Workbook Foundation Phase
Le Livre De Foot Va-Va-Voom	Pro Ed Eden Workbook Grade R
Joburg – The Best Kids Soccer Book	

Reader:

The Rhino That Caught the Poachers.

Language course books:

Basic isiXhosa	Intermediate isiXhosa
Basic French	Basic SA Sign Language
Basic isiZulu	Basic German
Basic English	Basic Afrikaans