



LANGUAGE POLICY

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1. BACKGROUND

- 1.1 The BANKSETA is a statutory body established through the Skills Development Act of 1998 to enable its stakeholders to advance the national and global position of the banking and microfinance industry. As guided by its mandate the BANKSETA is an agent of transformation and will promote employment equity and broad based BEE through skills development.
- 1.2 In terms of the Public Finance Management Act (1999), the BANKSETA is a Schedule 3A public entity.

2. PURPOSE

In accordance with the Use of Official Languages Act no 12 of 2012 and the principles of the Constitution of the Republic of South Africa, the purpose of this policy is to:

- 2.1 Outline the official languages that the BANKSETA will utilise for government purposes and to effectively communicate with members of the public and stakeholders;
- 2.2 How the BANKSETA will use the official languages selected in effectively communicating with the members of the public and stakeholders;
- 2.3 How the BANKSETA will communicate with members of the public whose language is not one of the selected official languages or utilises a South African sign language;
- 2.4 Provide a complaints mechanism for any person who is dissatisfied with a decision of the BANKSETA in respect of its use of official languages;
- 2.5 Assign responsibility and accountability for the implementation of the policy.

3. POLICY STATEMENT

- 3.1 The BANKSETA recognises its accountability to all its stakeholders under the legal and regulatory requirements applicable to its business and is committed to high standards of integrity and fair dealing in the conduct of its business.
- 3.2 It is committed to comply with both the spirit and the letter of applicable requirements and to always act with due skill, care and diligence.
- 3.3 The BANKSETA Board through the Chief Executive Officer may delegate the authority to the GM: Corporate Services or the Company Secretary, to ensure that the language policy responsibilities are adequate, effective and efficient and to monitor adherence to statutory, regulatory and supervisory requirements.

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4. ABBREVIATION, DEFINITIONS AND TERMINOLOGY

None

5. APPLICABILITY AND SCOPE OF POLICY

5.1 This policy is applicable to all areas of stakeholder engagement of the BANKSETA, in the implementation of its statutory, regulatory and supervisory requirements as a SETA (Skills Development Act, 1998) and in the achievement of its strategic objectives and living the corporate values.

5.2 The policy will also need to take into account the provisions of other relevant BANKSETA policies.

6. POLICY CONTENT

6.1 USE OF LANGUAGE

6.1.1 The BANKSETA has selected English, IsiZulu, IsiXhosa and Sepedi as its primary official languages.

6.1.2 The selection of these official languages is based on the utilisation of English as the main business language in South Africa and the dominant languages of IsiZulu across the country, and IsiXhosa and Sepedi in the provinces of Eastern Cape and Limpopo respectively where BANKSETA has regional presence.

6.1.3 English will be the primary official language for all oral, written and electronic communication (social media and website) of the BANKSETA to effectively communicate with members of the public and stakeholders (including communication for government purposes and training materials developed).

6.1.4 The BANKSETA's head office in the Gauteng province will further utilise IsiZulu as a primary language in its oral communication with stakeholders in the province and surrounds.

6.1.5 The BANKSETA's regional offices in the Eastern Cape province will further utilise IsiXhosa as a primary language in its oral communication with stakeholders in the province and surrounds.

6.1.6 The BANKSETA's regional offices in the Limpopo province will further utilise Sepedi as a primary language in its oral communication with stakeholders in the province and surrounds.

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- 6.1.7 In addition to the official languages selected by the BANKSETA, the BANKSETA is committed to multilingualism and assisting stakeholders in the official language of their choice upon specific request, provided that suitably competent translation services can be reasonably procured by the BANKSETA within the available budget.
- 6.1.8 The formal requests from stakeholders for the assistance with communication services in other official languages not selected by the BANKSETA must be submitted in writing to the Marketing and Communications Manager:
- 6.1.9 Email: info@bankseta.org.za:
- 6.1.10 Postal Address: PO Box 11678, Vorna Valley, 1686
- 6.1.11 Physical Address: Building 22, Thornhill Office Park, 94 Bekker Road, Vorna Valley, Midrand, Johannesburg, Gauteng
- 6.1.12 Responses to requests will be made within 20 working days, upon receipt of such requests.

6.2 LANGUAGE UNIT

- 6.2.1 The BANKSETA has applied for exemption of a separate language unit as contemplated in Section 7 of the Use of Official Languages Act, no 12 of 2012.
- 6.2.2 The Marketing and Communications Department (reporting to the GM: Corporate Services) will serve as custodian of the policy and ensure the monitoring of the use of official languages by the BANKSETA and manage the complain process in respect of any perceived infringements of this Policy, Use of Official Languages Act, no 12 of 2012 and relevant regulations.
- 6.2.3 The Language Policy can be accessed by stakeholders through:
- i) The BANKSETA website (www.bankseta.org.za)
 - ii) Contacting the BANKSETA office (Marketing and Communications Manager) (as provided in 6.1.8 – 6.1.10)

6.3 COMPLAINTS MECHANISM

- 6.3.1 Any complaints and disputes about the non-compliance with the Language Policy or the decision regarding its use of official languages are to be lodged in writing to the Chief Executive Officer of BANKSETA:
- The CEO
BANKSETA
P O Box 11678
Vorna Valley
1686

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6.4 ROLE PLAYERS

6.4.1 The following are identified as the main role players within the BANKSETA for purposes of implementing the Language Policy:

- 6.4.1.1 CEO:
- 6.4.1.2 Executive Management
- 6.4.1.3 Company Secretary
- 6.4.1.4 Line Management
- 6.4.1.5 Marketing and Communications Department
- 6.4.1.6 All BANKSETA employees

6.5 RESPONSIBILITY AND ACCOUNTABILITY

6.5.1 Board and Chief Executive Officer

- 6.5.1.1 The Board of the BANKSETA is accountable for the direction and control of the operations and business of the organisation and for implementation of policies and strategies for the efficient management of the BANKSETA.
- 6.5.1.2 The Board and Chief Executive Officer can therefore rely on the Company Secretary to assist them in discharging their responsibility in terms of compliance for such responsibilities.

6.5.2 Employees

- 6.5.2.1 Although ultimate accountability for overseeing compliance vests with the Board, the primary responsibility for complying with any statutory, regulatory or government policy requirement lies with all members of staff conducting the particular transaction or activity to which it applies.
- 6.5.2.2 The Marketing and Communications department (reporting into GM: Corporate Services) will be regarded as the custodians and champion of the Language Policy
- 6.5.2.3 All relevant staff must therefore be conversant with the BANKSETA's Language policy and what it entails.
- 6.5.2.4 It is expected of all employees to comply both with the letter and with the spirit of these requirements.