



**F A S S E T**

*Make the future count*

# LANGUAGE POLICY

**November 2014**

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## **1. Preamble**

Fasset is the Financial and Accounting Services Sector Education and Training Authority (SETA). Fasset 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 industry for finance, accounting, management consulting and other financial services. Fasset is classified as a Schedule 3A public entity in terms of the Public Finance Management Act (PMFA). The mandate of Fasset includes facilitating the implementation and delivery of programmes that will provide access to and increase the skills base in the sector.

## **2. Purpose**

Fasset's Language Policy adheres to the requirement of the Use of Official Languages Act, No. 12 of 2012 and is aligned to the principle of promoting functional multilingualism as enshrined in the Constitution of the Republic of South Africa, 1996 and Bill of Rights contained therein.

Fasset's Language Policy seeks to:

- 2.1 Adhere to the requirements of the Use of Official Languages Act, No. 12 of 2012.
- 2.2 Align to the principle of promoting functional multilingualism as enshrined in the Constitution of the Republic of South Africa, Section 6.
- 2.3 Recognise the diversity of the peoples of the Republic of South Africa.
- 2.4 Respect all 11 official languages of the Republic of South Africa.

## **3. Principles**

- 3.1 All stakeholders have the right to be served in the primary official language of their choice.
- 3.2 No person will be discriminated against whether directly or indirectly, based on Fasset's capability to provide a functional multilingual service.
- 3.3 Fasset is committed to creating an environment where all stakeholders can be serviced in the language of their choice by endeavoring to eliminate obstacles and resource constraints to the best of its ability.

## **4. Definitions**

- 4.1 "Functional multilingualism" is the expression used in this policy as it relates to language use, preference and proficiency of stakeholders.
- 4.2 "Official languages" are the languages referred to in Section 6(1) of the Constitution of the Republic of South Africa, 1996.
- 4.3 "Primary language" is the language preference of a stakeholder.

- 4.4 “Language rights infringement” is any action that contravenes Section 6 of the Constitution of the Republic of South Africa, 1996.

## 5. Use of Language

English is Fasset’s administrative language of choice in terms of communication in the broader sense. The administrative language relates to all oral and written communication. The decision to use English as the language of choice of communication is based on the view that English is the pre-eminent or dominant business language in South Africa. This does not mean that other official languages will not be catered for. In the spirit of acknowledging a multilingual society, Fasset is committed to ensuring that stakeholders are assisted in the primary language of their choice as far as practically possible. Official languages outside of English will be accommodated where possible. Fasset will accommodate the South African diversity of languages in the following circumstances and scenarios:

- Language capability already exists with the Fasset secretariat.
- Suitably competent external translation resources can be reasonably procured and such services can be accommodated within the available budget.

### 5.1 Other official languages

Requests from stakeholders for the provision of communication services in other official languages outside of English must be made in writing to the Communication Manager, Fasset.

- Email: [fasset@fasset.org.za](mailto:fasset@fasset.org.za)
- Post: PO Box 6801, Cresta, 2118
- Physical Address: Building 3, Ground Floor, 299 Pendoring Road, Blackheath, Randburg, Gauteng

Responses to requests will be made within 10 working days, upon receipt of such requests.

## 6. Language Unit

The Communication Department of Fasset will serve as the Language Unit. Responsibilities of the Language Unit include:

- Monitoring and assessing the use of the administrative language of Fasset.
- Monitoring and assessing the use of other languages at Fasset.
- Monitoring compliance with regards to Fasset’s ability to serve stakeholders in their primary language or language of choice.
- Monitoring of complaints with regards to any language rights infringements and to report on how such incidences are dealt with.

- Reporting to the Minister of Arts and Culture and to the Pan South African Language Board.

## **7. Accessibility of the Policy**

This Language Policy will be accessible to the public. The Policy will be published in the Government Gazette and will also be made available on the Fasset website.

## **8. Complaints**

Complaints and disputes about the non-compliance with the Language Policy are to be lodged in writing with the Chief Executive Officer of Fasset.

The CEO  
Fasset  
P O Box 6801  
CRESTA  
2118

## **9. Reporting**

Fasset will report to the Minister of Arts and Culture on the implementation of this policy. Thereafter, an update will be provided to the Minister of Arts and Culture and the Pan South African Language Board on the use and monitoring of the official language, annually.

## **10. Conclusion**

Fasset is acutely appreciative of the sensitivities inherent in language issues in South Africa and encourages language diversity. Fasset endeavors to accommodate language diversity within its means while adhering to a single choice of administrative language of business, in order to communicate efficiently and cost effectively with its stakeholders.

## **11. Implementation Date**

The implementation of this policy is 26 November 2014.