

MASTERSTART INSTITUTE (PTY) LTD

Private Higher Education Institution

LANGUAGE POLICY

Document Data

DOCUMENT VERSION	2
DOCUMENT TYPE:	Policy Document
DOCUMENT/ POLICY NUMBER:	04
MANAGED BY:	Academic Board
APPROVED BY:	Academic Board
APPROVAL DATE:	13 July 2026
REVIEW DATE:	13 July 2028
REVIEW CYCLE:	Every 2 years

TABLE OF CONTENTS

Page Number

1. Introduction	1
2. Purpose	1
3. Organisational Scope	1
4. Policy Statement/ Application	1
5. Glossary	2
6. Policy Principles	2
7. Language of Instruction	3
8. Policy Life Cycle	3

1. Introduction

MasterStart Institution (Pty) Ltd. (hereafter referred to as MSI) is dedicated to offering a top-tier supportive teaching and learning environment, ensuring that students enjoy a rich and personalised educational experience. MSI places human connection at the heart of our flexible, online-supported, distance-accredited learning programmes. Our programmes are designed to unlock the potential of people as we empower students to grow, adapt and develop their careers in a fast-changing world.

At MSI, we are passionate about what we do. The institution operates a flexible approach, and we are genuine in our actions. We believe that education is the key to unlocking individuals' potential to not only survive but thrive.

Language plays a crucial role in shaping the culture, communication, and inclusivity of any institution and community. A well-defined language policy ensures that all students, staff and external academics can communicate effectively and respectfully, fostering an environment of mutual understanding. This policy aims to promote clarity, inclusiveness, and accessibility in all forms of communication, whether spoken, written, or digital.

2. Purpose

By setting clear guidelines for language use, the policy ensures that communication is consistent, professional, and aligned with the values of diversity and inclusion. It also aims to reduce misunderstandings and support non-native speakers or individuals with different linguistic backgrounds, ensuring they feel respected and valued.

3. Organisational Scope

This policy outlines the expectations and responsibilities regarding the language of instruction. It applies to all students, academics, professional partners, and staff contracted to provide, promote, and maintain the high standards of teaching, learning, and administration at MSI.

4. Policy Statement and Application

Through this policy, we aim to uphold an inclusive language standard that reflects the diversity of our institution and to enhance collaboration, ensuring that everyone has a voice and is heard. The language policy aims to promote clear, respectful, and inclusive communication across all levels of the institution. It encourages the use of language that is accessible, non-discriminatory, and sensitive to cultural and linguistic diversity. This policy applies to all forms of communication, including written, verbal, and digital, and covers internal interactions among staff and external communication with students, stakeholders, and the public. It is designed to ensure that all individuals,

regardless of language background or proficiency, can participate fully and feel respected in their interactions.

5. Glossary

- 5.1 **Teaching and Learning:** This refers to all engagements and activities with students that enable understanding and application of knowledge, concepts and processes. Learning is the acquisition of knowledge or skills through study, experience, or being taught.
- 5.2 **Instruction:** The act of teaching someone, which includes everything from verbal communication, written text, learning material, tutorials, live sessions and more.

6. Policy Principles

The following principles form the foundation of the Language Policy:

- **Inclusivity and Diversity:** MSI promotes a multilingual and multicultural environment, respecting and valuing the diverse linguistic backgrounds of its students, faculty, and staff. Language use should foster a sense of belonging for all members of the institution and community.
- **Accessibility:** MSI ensures that all communication, whether academic, administrative, or social, is accessible to individuals with different language proficiencies as far as possible, but the provisioning of translation services is unfortunately not available.
- **Academic Excellence:** The primary language of instruction and research is English to ensure academic rigour.
- **Professional and Respectful Communication:** All forms of communication should reflect professionalism, mutual respect, and cultural sensitivity. Discriminatory language or expressions that may marginalise or exclude individuals or groups will not be tolerated.
- **Support for Multilingualism:** MSI encourages multilingualism as a skill that enhances global citizenship and employability. Language learning and development programs are highly encouraged to support the acquisition of English proficiency.
- **Compliance with Legal Frameworks:** The language policy aligns with national language laws and educational guidelines, ensuring that MSI complies with any legal requirements regarding language use in academia and administration.

This policy must be read in conjunction with the following documents and policies and must always be considered as guiding principles to enhance the entire student learning experience:

- Education White Paper Three: *A Programme for the Transformation of Higher Education*, 1997 and the Language Policy for Higher Education
- Teaching and Learning Policy
- Student Manual
- Grievance Policy
- Admission Policy

- ☐ Library Policy
- ☐ Academic Regulations/ Code of Conduct
- ☐ Assessment Policy
- ☐ Student registration contract
- ☐ Terms and conditions

7. Language of Instruction

The language of instruction at MSI is English. Therefore, MSI will not provide a translator for a student who does not understand English. If a translator is required, it will be at the learner's expense. Students not proficient in reading, writing, and speaking English are encouraged to undertake additional English tuition.

8. Policy Life Cycle

This policy should be reviewed by the Academic Board every two years.