



# KWAZULU-NATAL PROVINCE

EDUCATION  
REPUBLIC OF SOUTH AFRICA

## DIRECTORATE:

Performance Management

Private Bag X9137, PIETERMARITZBURG, 3200

NED Building 228 Pietermaritz Street, Pietermaritzburg, 3201

Tel: 033 846 5533 Fax: 033 846 5557

ENQUIRIES: MR AB ZWANE

**TO: DEPUTY DIRECTORS GENERAL  
CHIEF DIRECTORS AND DIRECTORS  
DISTRICT DIRECTORS  
CES: CIRCUIT MANAGEMENT  
CIRCUIT MANAGERS  
PRINCIPALS OF SCHOOLS  
ALL SCHOOL BASED EDUCATORS**

## HRM CIRCULAR No. 42 OF 2023

### IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM (QMS) MANAGEMENT PLAN FOR 2024

1. In terms of the Quality Management system, the performance of school-based educators must be evaluated within the period of a calendars/school year. In respect of the 2024 school year the process of evaluation must be undertaken in accordance with the attached QMS Management Plan by all school-based educators.
2. All principals of schools are required to ensure that the provisions of Collective Agreement No. 2 of 2020 are strictly adhered to for effective implementation of QMS at their respective institutions. The process must be managed with due regard to the various activities as per the QMS Management Plan with specific reference to the stipulated due dates.
3. It must be encouraged that Circuit Managers monitor the process on an ongoing basis and furnish progress reports regarding the status of the implementation of QMS at the institutions under their control. In addition, other Departmental officials will also visit schools to monitor the implementation of the QMS process.
4. Kindly ensure that the contents of this circular are brought to the attention of all concerned employees.

**MR GN NGCOBO  
HEAD OF DEPARTMENT**

DATE: 8/11/23



**QUALITY MANAGEMENT SYSTEM MANAGEMENT PLAN 2024**

	<b>Action</b>	<b>School</b>	<b>Circuit Manager : Circuit Office</b>	<b>District Office</b>	<b>Performance Management : Head Office</b>	<b>Timeframe</b>
JANUARY	Ensure educators have access to the collective Agreement and the training manuals	The Principal to ensure educators have access to the collective Agreement and training manual and the KZN education website with all QMS Templates	Provide Principals with QMS Collective Agreement No. 2 of 2020 and the training manual	District Directors to ensure that all Circuit Managers comply with the QMS Policy Framework	Issue Management Plan	31-Jan-24
	Advocacy and Training	The Principal and the SMT to conduct Advocacy and Training	Identify schools that did not submit Summative scores	Performance Management Unit to receive and capture summative scores Performance Management Unit must identify schools that did not submit Summative scores	Monitor compliance to QMS Policy Receive update on progress (Summative scores)	
FEBRUARY	Sign and Submit workplans	Principals, Deputy Principals and Departmental Heads sign workplans with their supervisors before 31 January	Circuit Manager to ensure copies of signed workplans are submitted by the Principal for onward transmission to the District Office	Performance Management Unit receives and analyse Workplan and identified training needs of educators	Receive update on progress (Summative Evaluations and the submission of Workplans)	28-Feb-24
	Roles and responsibilities discussed	Principal to ensure copies of signed workplans are submitted to the Circuit Office for onward transmission to the District Office  Roles and responsibilities discussed and presented to SGB by the Principal	Signs workplans with Principals of schools before 28 February 2024  Provide analysed summative scores to District Office	Performance Management Unit receives and analyse Workplan and provide Head Office with Statistics  Analyse and moderation of Summative scores  School visits  facilitate training needs	Receive update on progress (Summative Evaluations and the submission of Workplans)  Analyse and moderation of Summative scores  Identify areas for support to districts	
January – March	Develop implementation plan/ schedule	Principal and SMT must develop Implementation Plan / Schedule	Provide support in the implementation of the Development plan	Performance Management Unit to provide progress report to Head Office  resolve challenges regarding summative scores	Provide support with Workplan and Mid year trainings  resolve challenges regarding summative scores	29-Feb-24
	Circuit Manager verifies QMS processes	Circuit Manager verifies QMS processes	Verify all QMS processes	Performance Management Unit to finalise and submit composite scores on Database to Head Office	Development Plan for support to districts on signing of  On sight monitoring to District  Receive database with summative scores	

			<b>School</b>	<b>Circuit Manager : Circuit Office</b>	<b>District Office</b>	<b>Performance Management : Head Office</b>	<b>Timeframe</b>
			<b>Action</b>				
APRIL TO JUNE	APRIL	Self Appraisal by educators Pre appraisal discussion	Self Appraisal by all educators Pre appraisal discussion	School visit and monitoring	School visits and monitoring Submit 4th quarter report to Head Office facilitate the implementation of training needs	Finalise all outstanding summative scores and queries 4th Quarter report to DBE	30-Apr-24
	MAY	Lesson observation Pre appraisal discussion	Lesson observation Pre appraisal discussion	Appraisal Discussion with Principals	School visits and monitoring Submit status report on to Head Office verify number of eligible educators	Moderation of summative scores update database of captured scores Prepare database for payment of pay progression submission of memorandum and letter submitted to HOD for approval for the payment of progression to all eligible educators	31-May-24
	JUNE	Mid-year appraisal Principal verifies & signs	Mid-year appraisal Post-appraisal Discussion Principal verifies & signs	Analysis of Workplans Post Appraisal Discussion with Principals verifies appraisal and signs	Analysis of Workplans School visits and monitoring Performance Management Unit receive report on progress from Circuit office	submission of memorandum and letter submitted to Office of the Premier (OTP) to pay all eligible school based educators DBE Monitoring	14-Jun-24
	JULY	Post-appraisal discussion	Performance review	Conduct Performance Reviews School visit and monitoring	School visits and monitoring Performance Management Unit must ensure Performance reviews are conducted by Circuit Managers Submit 1st Quarter report to Head Office	1st Quarter report submitted to DBE Letters to Unions and therapists for payment of pay progression Payment of Pay progression analyse exception report	31-Jul-24
	AUGUST	Post-appraisal discussion	Principal addresses developmental needs	Conduct Performance Reviews Addresses developmental needs	Performance Management Unit must ensure Performance reviews are conducted by Circuit Managers Investigate non compliance and poor performance	Send exception report to District Office receive report on compliance and poor performance	30-Aug-24
	SEPTEMBER	Post-appraisal discussion	Performance review	Conduct Performance Reviews	Ensure Performance reviews are conducted by Circuit Managers	Monitor compliance to policy Onsight District Monitoring receive report on compliance and poor performance	27-Sep-24
July - September							

