



KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

OFFICE OF THE HEAD OF DEPARTMENT

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ENQUIRIES: MR AB ZWAN

**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. 4 OF 2026

**IMPLEMENTATION OF THE 2026 QUALITY MANAGEMENT SYSTEM (QMS)
MANAGEMENT PLAN FOR INSTITUTION BASED EDUCATORS, THERAPISTS,
PSYCHOLOGIST AND COUNCELLORS**

1. In accordance with the Quality Management System (QMS), the performance of all school-based educators, therapists, psychologists, and counsellors must be evaluated within the calendar/school year. For the 2026 school year, this evaluation process must be conducted in line with the attached QMS Management Plan.
2. Heads of Institutions are hereby reminded to ensure strict adherence to the provisions of Collective Agreements No. 2 of 2020 and No. 2 of 2022. These agreements provide the framework for effective implementation of QMS and must be followed diligently. The process must be managed in accordance with the activities and timelines outlined in the QMS Management Plan.
3. District Offices and Institutions are required to develop their own approved QMS Management Plans that align with the Provincial Management Plan. These localised plans will ensure that QMS processes are managed effectively and efficiently at all levels. District management Plans must be submitted to Head Office by 13 February 2026.
4. Circuit Managers and Principals, as supervisors, must emphasise the importance of providing comprehensive remarks and developmental feedback alongside scores during lesson observations and appraisals. This practice is essential for supporting the professional growth of educators, therapists, psychologists, and counsellors.
5. All school-based educators, therapists, psychologists, and counsellors must ensure that the correct QMS templates, the rating guides as well as all other QMS resources as found the in the KZN Education website are utilized at all times.
6. It must be encouraged that Circuit Managers monitor the process on an ongoing basis and furnish quarterly 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.
7. Kindly ensure that the contents of this circular are brought to the attention of all school-based educators, therapists, psychologists, and counsellors.


MR GN NGCOBO

HEAD OF DEPARTMENT: KZN EDUCATION

DATE: 3/2/26



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HRM CIRCULAR NUMBER 4 OF 2026

2026 QMS MANAGEMENT PLAN FOR SCHOOL- BASED EDUCATORS, THERAPISTS, PSYCHOLOGISTS AND COUNSELLORS

MONTHS	ACTION	INSTITUTION	CIRCUIT MANAGEMENT	DISTRICT OFFICE	Timeframe
JANUARY TO MARCH	Ensure Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors have access to the collective Agreement, the training manual and QMS resources	The Principal to ensure Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors have access to the Collective Agreement and training manual on the KZN education website with all QMS Templates	Provide Principal with QMS Collective Agreements No. 2 of 2020, 2 of 2022 together with the training manual and QMS resources on the KZN Education website	District Directors to ensure that all Circuit Managers comply with the QMS Policy Framework and provide advocacy to all Principals. Ensure all educators in the District have access to the KZN education website Develop District Management plan in line with Provincial Management plan	30-Jan-26
	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 and track the signing of SMT workplans	
	Roles and responsibilities discussed	Principal to ensure a signed workplan are submitted to the Circuit Manager for onward transmission to the District Office / or uploaded where necessary	Agrees and signs all Principals' workplan	Performance Management Unit receives and analyse Workplan and provide Head Office with Statistics	
	Develop implementation plan/ schedule	The Principal and the SMT to develop a school management plan with dates Principal and SMT communicate Implementation Plan / Schedule to all staff member and the SGB	Circuit Manager to ensure copies of signed workplans are submitted by the Principal for onward transmission to the District Office	Analyse and moderation of Summative scores	
	Discuss, agree and sign workplans	Principals, Deputy Principals and Departmental Heads and Chief Therapists, Chief Counsellors agree and sign workplans with their supervisors by 31 January	Provide analysed summative scores to District Office	School monitoring visits: SMT workplans	
APRIL TO JUNE	Develop yearly implementation plan/ schedule	Ensure all SMT have signed workplans	Verify all QMS processes	Performance Management Unit develop a District QMS management plan in line with the Provincial Plan	12-June-26
	Circuit Manager verifies QMS processes	Principal and SMT must communicate Implementation Plan / Circuit Manager verifies QMS processes	Monitor the signing of workplans and identify developmental gaps	Performance Management Unit to provide progress report to Head Office	
	Self Appraisal by educators	Self Appraisal by all Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors	Pre appraisal discussion with Principal	Performance Management Unit finalise and submit composite scores on Database to Head Office	
	Pre appraisal discussion	Pre appraisal discussion and planning for mid year appraisal	conduct lesson observation for school principal	Submit 4th quarter report to Head Office	
	Lesson observation	Lesson observation	Appraisal Discussion with Principals	Facilitate the implementation of training needs	
JULY TO SEPTEMBER	Mid-year appraisal	Conduct Appraisals of Principal and educators and monitor mid year appraisal process	Conduct mid year appraisals with Principals	School monitoring of QMS : training conducted and outstanding Analysis of Workplans monitoring feedback reports	31-Jul-26
	Principal verifies & signs	SMT monitor performance at school and provide training and support	monitor compliance by all principals : Mid-year appraisals	Submit status report on to Head Office	
	Post-appraisal discussion	Mid-year appraisal	Conduct Performance Reviews: Principals of schools	verify number of eligible Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors 1.5% for issue mid year circular	
	Post-appraisal discussion	Principal verifies & signs	School monitoring : Mid year process	Performance Management Unit must ensure Performance reviews are conducted by Circuit Managers	
	Post-appraisal discussion	Performance review and Post-appraisal Discussion SMT to analyse individual mid year scores to ascertain developmental needs	Provide training and support	Submit 1st Quarter report to Head Office	
OCTOBER TO DECEMBER	Post-appraisal discussion	Principal and SMT addresses developmental needs (Teacher Development)	Addresses developmental gaps identified	Investigate non compliance and poor performance and provide reports	25-Sep-26
	Post-appraisal discussion	Post-appraisal Discussion: underperforming educators commence with Self-appraisal by educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists /	Conduct Performance Reviews and provide monitoring feedback	conduct monitoring of mid year appraisals and provide feedback	

MONTHS	ACTION	INSTITUTION	CIRCUIT MANAGEMENT	PERFORMANCE MANAGEMENT : DISTRICT OFFICE	Timeframe
	Self-appraisal	Principal to populate Self appraisal instrument	Appraisal Discussion with Principals	Ensure Performance reviews are conducted by Circuit Managers	30-Oct-26
	Pre-appraisal discussion	Self Appraisal by Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors	Principal lesson observation	Submit 2nd Quarterly reports and bi monthly statistics	
	Lesson observation	Lesson observation by all supervisors			
	Annual appraisal	Completion of Annual Appraisal by Educators/ Therapists/ Counsellors / Psychologists / Chief Education Therapists / Counsellors	Discuss, agree and sign annual appraisal with Principal	Performance Management Unit attend to matters of Poor performance	27-Nov-26
OCTOBER - DECEMBER	Post-appraisal discussion	Post appraisal discussion with Principal	Analyse QMS summative score prior to submission to District Office		
	Principal verifies & signs	Principal and SMT verifies & signs	analyse developmental needs on Annexure E	compile developmental needs from Annexure E	
	Verification and signing of annual appraisals		Post appraisal discussion with Principals	Verify, analyse and capture summative scores from circuit office	
	Submission of a completed composite score sheet to District		Submit composite sheet to District Office	Analyse QMS summative score prior to submission to Provincial Office	3-Dec-26
	Circuit Managers verifies all QMS processes completed for the year	Submit summative score with Annex E and developmental needs	compile developmental needs from Annexure E	Compile developmental needs from Annexure E and submit to Teacher Development	

2026 QMS MANAGEMENT PLAN FOR KZN EDUCATION

DESIGNATION : HEAD OF DEPARTMENT : KZN EDUCATION

Signature: _____

Date : _____

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3/2/26