

**Office of the Chief Director: Examination and Assessments**

**MEMORANDUM**

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**TO : DISTRICT DIRECTORS  
CES CURRICULUM  
DISTRICT ASSESSMENT OFFICIALS  
ASD: EXAMINATIONS  
PRINCIPALS OF SCHOOLS  
SCHOOL GOVERNING BODIES  
LABOUR UNIT**

**FROM : MS REGINA CHABEDI  
DIRECTOR: ASSESSMENTS**

**SUBJECT : MANAGEMENT OF APPEALS RELATING TO THE PROMOTION  
AND PROGRESSION OF LEARNERS IN GRADES R - 12**

1. The above matter has reference.
2. This memorandum serves to inform District Offices and schools of the procedures to be followed in managing and administering the appeals relating to the promotion and progression of learners in Grades R - 12.
3. The memorandum should be read in conjunction with the following Policies, Circulars and guidelines:
  - 3.1 National Policy Pertaining to the Programme and Promotion Requirements of the National Curriculum Statement, Grades R – 12 (N4PR); as amended.
  - 3.2 Government Notice 40472: Amendment to the Policy pertaining to the Programme and Promotion requirements of the National Curriculum

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**Office of the Chief Director: Examinations and Assessment**

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- 3.3 Amendments policy pertaining to the National Curriculum Statement Grades R - 12 published as Government Gazette Nos. 36041 and 36042 of 28 December 2012 National Curriculum Statement, Grades R – 12
- 3.4 National Protocol on Assessment

#### 4. Appeal Process

- 4.1 An appeal is a formal or written request by the parent or guardian of the learner for the reconsideration of the retention decision that has been made by the school.
- 4.2 The right to appeal against an assessment decision is recognized as a fundamental human right.
- 4.3 As a precaution against COVID-19 pandemic, we encourage all appeal supporting documents to be scanned and emailed by the chairperson of the appeals committee.

#### 5. Appeal at School Level

It is necessary to outline the appeals processes at all levels to ensure consistent application of the Legislation:

- 5.1 Appeals should be lodged by parents or legal guardians of the learner within seven (7) days after the receipt of the report card.
- 5.2 An appeal should be based on evidence that the decision taken by the school in resulting a learner was unfair or inaccurate, specific information was not considered, or the decision taken contradicts existing policy.
- 5.3 In appealing, the parent must write a letter and/or complete Annexure A (attached) and provide reasons for the appeal.
- 5.4 The Principal must constitute an Appeals Committee where the School Assessment Team (SAT) Coordinator is the chairperson.

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- 5.5 The School's Appeals Committee must investigate the merits of the appeal, adjudicate the appeal and peruse all relevant information relating to the case in order to reach a rationale outcome.
- 5.6 The Schools Appeals Committee must within seven (7) days provide the parent with the outcome of the appeal, signed by the school principal.
- 5.7 The school must follow procedure of the deliberations, keep minutes and complete the appeals register.
- 5.8 In an event that the appellant is not satisfied with the outcome of the appeal, he/she should be advised to appeal to the District Director.
- 5.9 The school must then attach the minutes and all other relevant evidence to the appellant's appeal for the District Director's attention.

## **6. Management of appeals at the District Office**

- 6.1 The office of the District Director must acknowledge the receipt of the appeal from the appellant.
- 6.2 The District Director must constitute an appeals committee. Members of the appeals committee should have one member of the relevant phase. The District Assessment Committee Coordinator must be the secretariat of the District Appeals Committee.
- 6.3 Based on the enquiry and all the supporting evidence received from the school, the District Assessment Committee must either uphold or refute the decision made by the school, write a report and submit to the District Director for approval.
- 6.4 The decision of the District Director is final, and the appellant will be issued with the outcome of the appeal within 7 days of the receipt.
- 6.5 The District Assessment Official must submit the minutes of appeals meeting and register along with a composite district report to the Director for ratification.
- 6.6 In the event the appellant is not satisfied with the final outcome of the appeal from the District Office, the appellant must inform the district and write a letter of appeal to the Assessments Director at Head Office.

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6.7 The District Office must attach the minutes and all the other relevant evidence used to adjudicate the appeal.

## 7. Appeals at Head Office

7.1 The Director Assessments will arbitrate on the appeal, only if the appellant has valid reasons for not accepting the outcome made by the District Director.

7.2 The Office of the Director Assessments will only investigate the appeal if District or the School did not adhere to policy or if the submitted evidence require validation.

7.3 The final outcome of the appeal will be signed by the Director Assessments or his/her delegate and communicated to the District Director for the attention of the appellant within 14 days of the receipt.

7.4 The appeals from the Office of the Head of Department and the MEC will be redirected to the District Offices to address.

7.5 The Assessments Directorate will monitor and make follow up on the completion of such appeals.

8. A Provincial management plan for the management of the appeals is attached.

9. The contents of this memorandum should be brought to the attention of all affected parties.

Regards



**Ms Regina Chabedi**

**Director: Assessments**

Date: 28/12/2020

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## PROVINCIAL MANAGEMENT PLAN

### 2021 APPEALS PROCESS

Activity	Responsibility	Date
Closing date for parents/legal guardians (appellants) to appeal when they are dissatisfied with the progression/promotion results of their child.	Parents/legal guardians	29/01/2021
School principal communicates to appellants the outcome of the appeal in writing.	School principal	Within 7 working days of receipt.
The school keeps all supporting documents used in the appeal process.	SAT Coordinator/s	3 months
Appellant rejects the appeal outcome and escalates the appeal to the district director.	Director: Assessment /AESP	Within 3 working days of receipt.
The District acknowledges receipt of the appeal to the appellant.	District Assessment Official	Within 3 working days of receipt.
The District issue appellant with the outcome of the appeal.	District Assessment Official	Within 7 working days of receipt.
The school submit appeals register to the District Assessment Official.	School Principal	On/before 10 February 2021
The District appeals register is submitted to the Assessment Directorate (Head Office)	District Assessment Official	On/before 15 February 2021
District appeals report submitted to Head Office.	District Assessment Officials	On/before end of February 2021