

## FACULTY OF EDUCATION

### APPRAISAL PROCEDURE

“An act of assessing someone or something.”

“A formal assessment, typically in an interview, of the performance of an employee over a particular period.”

### GRIEVANCE FORM

“An official statement of a complaint over something believed to be wrong or unfair.”

#### 1. CLARIFICATION OF CONCEPTS

- 1.1 An academic grievance is any matter that is related to supposed or alleged unfair treatment, the content and presentation of programmes (including vagueness concerning students' expectations), the learning environment and educational media, the evaluation of modules, or any form of discrimination or dishonesty within the academic context.
- 1.2 Administrative grievances are grievances related to matters such as the choice of modules, programmes, registration, student fees, etc.
- 1.3 Members of the Education Students Committee (ESC) are all residential, full-time undergraduate and postgraduate students who are registered with the Faculty of Education during the particular year.
- 1.4 Management are the elected representatives of the different fields of educational studies, as compiled according to article 4 of the Constitution.
- 1.5 The Constitution is the Constitution of the ESC of Stellenbosch University, as amended and approved in June 2019.
- 1.6 1 (one) week amounts to 7 days.

#### 2. DEALING WITH GRIEVANCES

Members must make use of the following channels and procedures in dealing with grievances. Time limits must be strictly adhered to unless a valid excuse is provided otherwise.

##### 2.1 Administrative grievance

- 2.1.1 Approach the Faculty Secretary of the Faculty of Education (with regard to, choice of modules, registration and programmes) or the Student Fees Division (with regard to student fees) and, if the problem is not resolved OR if the Faculty Secretary of the Faculty of Education fails to meet with the ESC member or class representative within 1 (one) week, speak to the Registrar.

##### 2.2 Academic grievance

2.2.1 Complete an academic grievance form and submit it to the class representative. The class representative follows the procedure as set out below:

- (i) Discuss the grievance form, within 1 (one) week of the grievance occurring, with the lecturer to review where and how the grievance occurred.
  
- (ii) submit a copy of the grievance form to the Departmental Chairperson (or the Dean if the Departmental Chairperson is involved). If the matter is not resolved OR if the lecturer fails to meet with the ESC member or class representative within 1 (one) week,
  
- (iii) consult the Departmental Chairperson, and if the problem is still not resolved OR if the Departmental Chairperson fails to meet with the ESC member or class representative within 1 (one) week,
  
- (iv) consult the Vice-Dean (Teaching) as empowered assignee of the Dean. If the problem is still not resolved OR if the Vice-Dean (Teaching) fails to meet with the ESC member or class representative within 1 (one) week, the student should (v) consult the Dean of the Faculty of Education, and as a last resort, (vi) consult the Vice-Rector (Teaching).

2.2.2 The Deputy Dean (Teaching), Dean or Vice-Rector (Teaching) can investigate the grievances in any appropriate way, for example by appointing a committee or assigning a suitable person to investigate specific academic grievances. Such a committee or person is required to deal with the grievances independently and confidentially.

2.2.3 The grievances should be dealt with as speedily as possible and satisfactory feedback must be given to the class representative.

### **3. FORMS FOR ACADEMIC GRIEVANCES**

Grievance forms are available from:

- The management of the Education society, namely the Education Student Committee (ESC).
- The website of the Faculty of Education.
- The office of the Departmental Chairs.
- The Faculty Manager's office.



STEP 1: LECTURER

THE RELEVANT LECTURER IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of lecturer: .....

(Please print initials and surname.)

DATE OF MEETING

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OUTCOME OF DISCUSSION:

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WAS THE MATTER DEALT WITH WITHIN 1 (ONE) WEEK?

Yes/No? Please mark the appropriate word.

IF NO, YOU ARE EXPECTED TO MOVE FORWARD TO THE NEXT STEP OF THE GRIEVANCE PROCEDURE

STEP 2: DEPARTMENTAL CHAIRPERSON

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE LECTURER, OR IF THE MATTER WAS NOT DEALT WITH WITHIN 1 (ONE) WEEK, YOU OR THE CLASS REPRESENTATIVE SHOULD CONSULT THE DEPARTMENTAL CHAIRPERSON IN WHOSE DEPARTMENT THE MODULE/S IS/ARE OFFERED.

THE RELEVANT CHAIRPERSON IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Chairperson: .....

(Please print initials and surname.)

DATE OF MEETING

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OUTCOME OF DISCUSSION:

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**WAS THE MATTER DEALT WITH WITHIN 1 (ONE) WEEK?**

Yes/No? Please mark the appropriate word.

IF NO, YOU ARE EXPECTED TO MOVE FORWARD TO THE NEXT STEP OF THE GRIEVANCE PROCEDURE

**STEP 3: VICE-DEAN (TEACHING)**

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE LECTURER OR DEPARTMENTAL CHAIRPERSON OR IF THE MATTER WAS NOT DEALT WITH WITHIN 1 (ONE) WEEK, YOU OR THE CLASS REPRESENTATIVE SHOULD CONSULT THE VICE-DEAN (TEACHING).

THE VICE-DEAN (TEACHING) IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Vice-Dean (Teaching): .....

(Please print initials and surname.)

**DATE OF MEETING**

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**OUTCOME OF DISCUSSION:**

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**WAS THE MATTER DEALT WITH WITHIN 1 (ONE) WEEK?**

Yes/No? Please mark the appropriate word.

IF NO, YOU ARE EXPECTED TO MOVE FORWARD TO THE NEXT STEP OF THE GRIEVANCE PROCEDURE

**STEP 4: DEAN**

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE VICE-DEAN (TEACHING), OR IF THE MATTER WAS NOT DEALT WITH WITHIN 1 (ONE) WEEK, YOU OR THE CLASS REPRESENTATIVE SHOULD CONSULT THE DEAN.

THE DEAN IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Dean: .....

(Please print initials and surname.)

**DATE OF MEETING**

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**OUTCOME OF DISCUSSION:**

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**WAS THE MATTER DEALT WITH WITHIN 1 (ONE) WEEK?**

Yes/No? Please mark the appropriate word.

IF **NO**, YOU ARE EXPECTED TO MOVE FORWARD TO THE NEXT STEP OF THE GRIEVANCE PROCEDURE

**STEP 5: VICE-RECTOR (TEACHING)**

**If you have not received a satisfactory reply from the Dean or if the matter was not dealt with within the specific time frames, the next step is to submit your grievance to the Vice-Rector (Teaching).**