**Head of Program/Deputy Principal’s Managing Unsatisfactory Performance Stages**

The formal MUP process will be implemented as follows:

**Stage 1 – Identification and Improvement Plan**

*Concern*

The employee’s Principal and the employee (and their nominated support person if requested)

will meet to discuss any ongoing performance concerns. The Principal and the employee will

document ongoing performance concerns in a formal Identification and Improvement Plan.

Performance concerns must be communicated – both verbally and in writing – clearly and

with sufficient detail to afford the employee every reasonable opportunity to address the

performance concern/s.

*Expectations*

Expectations of the employee’s performance will be recorded in the Identification and

Improvement Plan. These expectations will be expressed as performance goals, the

achievement of which will indicate satisfactory performance. Wherever possible, performance

goals will be measurable to enable objective assessment of the employee’s performance.

*Resources*

The Identification and Improvement Plan will identify material and human resources and other forms of assistance available to the employee to assist them to achieve the prescribed performance goals. The Identification and Improvement Plan will indicate how, and if necessary when, these resources and assistance are able to be accessed.

*Timeframe*

A timeframe for improvement against each performance goal will be recorded on the Identification and Improvement Plan.

Stage 1 – Identification and Improvement Plan of the MUP process will take no more than five school days including the day on which the employee’s Principal notifies the employee either verbally or in writing that a formal MUP process is to be initiated. This stage may be extended beyond five days by mutual agreement between the employee’s Principal and the employee.

As part of Stage 1 – Identification and Improvement Plan, the Principal will advise the employee of the intended process consistent with this policy including MUP stages, timeframes and possible disciplinary outcomes. The employee should also be given a copy of this policy.

In documenting the Stage 1 – Identification and Improvement Plan process, the Principal may choose to use the provided forms or an equivalent.

**Stage 2 – Improvement**

The employee will be provided with four weeks (20 school days) to address performance concerns and meet performance goals as recorded in the Identification and Improvement Plan.

The employee’s performance will be progressively assessed by the Principal through:

* examination of the employee’s materials and work output; and
* observation of the employee’s classroom practice, where the role entails classroom

teaching.

Where classroom teaching forms part of the employee’s role and classroom teaching performance concerns have been identified in the Identification and Improvement Plan, four to six lesson observations should be undertaken, each for a minimum of thirty minutes. In this instance, the employee will not receive prior notice of two of these observations.

It is essential that the employee receives progressive feedback on their performance and copies of documented assessments/observations. The employee must be given the opportunity to respond in writing to each assessment/observation and the employee’s written response should be attached to their supervisor’s record of the MUP process.

The Principal may terminate Stage 2 – Improvement at any time in the event that the supervisor determines that:

* the employee has addressed the performance concerns and met or exceeded the performance goals as recorded in the Identification and Improvement Plan so that the

employee’s performance is now satisfactory; or

* on the basis of medical evidence, the Employee is not fit for duties and no other remedial action is available.

Where the Principal terminates Stage 2 – Improvement because the employee’s performance meets or exceeds documented performance goals, no further remedial action will be take and the MUP process will cease. However, the Principal may revisit the MUP process and reapply the Identification and Improvement Plan to the extent that the same performance concerns are identified within a 12-month period after the MUP process ceases.

The duration of Stage 2 – Improvement will not extend beyond eight teaching weeks for any employee, including for part-time employees.

On completion of Stage 2 – Improvement, the Principal must assess whether the employee’s performance is satisfactory or unsatisfactory. If unsatisfactory, the Principal must refer the employee’s performance to the relevant Regional Director or their delegate, recommending that the process be continued to Stage 3 – External Review. A copy of this recommendation and MUP process documentation should immediately be provided to the employee, who may choose to make a separate submission to the relevant Regional Director.

NB: Employees who are subject to a Managing Unsatisfactory Performance (Stage 2 or beyond) process at the time of their annual increment will not be entitled to progress to the higher increment under the *Department of Education, Training and Employment State School Teachers’ Certified Agreement 2012.*

The employee will become eligible to progress to a higher increment only when their performance has been assessed as satisfactory. Future increments will occur annually from the date that their performance has been assessed as satisfactory.

**Stage 3 – External Review**

In deciding whether or not to implement an external review of the employee’s performance, the Regional Director or their delegate will review the MUP process to date to ensure its compliance with this policy and that the employee has been provided with reasonable opportunities to formally respond through the MUP process.

The Regional Director or their delegate will inform the employee in writing that the MUP process will now proceed to Stage 3 – External Review and provide information on the process and the names of the two external officers' who will conduct the Stage 3 review. The external officers will initially meet with the employee and explain the proposed review process.

The external officers will (wherever possible) be two officers classified in the School Leader stream of the *Department of Education, Training and Employment State School Teachers’ Certified Agreement 2012*.

Both officers should hold positions classified higher than that of the employee. Where some or all of the performance concerns relate to classroom teaching, one of the external officers should (wherever possible) have recent experience either teaching or supervising classroom teaching similar to that of the employee. Where the performance concerns relate only to leadership, management and/or administration, the two external officers should be two Principals from other schools whose positions are classified at or above that of the employee’s Principal.

Where concerns relate to classroom teaching the external officers will observe four to six lesson observations, for a minimum of thirty minutes each, within one week (5 days) where possible and no more than two weeks (10 days).

Half of the observations (i.e. either two or three teaching periods) may be undertaken without the employee receiving prior notice. The external officers should assess only the classroom teaching component of the employee’s competency and provide the employee with progressive feedback. The assessment document should be discussed with, and signed by, the employee.

If ongoing performance concerns relate to leadership, management and/or administration and the recommendation that the MUP process continue to Stage 3 – External Review is accepted, the Regional Director or their delegate will nominate two Principals from other schools (of an enrolment-related band no less than the school at which the employee is engaged) to further assess the employee’s performance.

The external officers will assess the employee’s performance through an examination of the employee’s materials and work output giving consideration, as appropriate, to the seniority of the role within the school, to:

* any demonstrated improvement in performance during the MUP process;
* performance considerations subject to the employee’s MUP process;
* the record of the MUP process, including its adherence to principles of natural justice;
* whether or not the employee may benefit from additional time to demonstrate improvement; and
* any complaint submitted by the employee with respect to the MUP process.

The external officer must prepare a comprehensive report on the employee’s performance and suitability for continued employment, recommending an appropriate outcome of the MUP process. The external officers’ report must be provided to the employee, employee’s Principal and the Regional Director.

The Regional Director will consider the Stage 3 – External Review report, and may:

* dismiss the matter providing reasons for doing so to the employee and employee’s Principal; or
* submit to the Board of Review a letter recommending that the Board of Review consider a particular form of disciplinary action, including termination of employment, pursuant to section 187 of the Public Service Act 2008 and attaching a summary of the MUP process and relevant documentation; or
* take any other appropriate action.

Where the Regional Director dismisses the matter providing reasons for doing so, no further remedial action will be taken and the MUP process will cease. However, the employee’s Principal in consultation with the Regional Director or their delegate, may revisit the MUP process and re-apply the Identification and Improvement Plan to the extent that the same performance concerns are identified within a 12-month period after the MUP process ceases.

**Stage 4 – Board of Review**

The Board of Review will meet, as required, to:

* consider the employee’s performance;
* ensure that the MUP process has been fair and observed tenets of natural justice; and
* consider whether to accept the Regional Director’s recommendation of disciplinary action pursuant to section 187 of the Public Service Act 2008.

The Board of Review will examine all submissions and independently recommend appropriate administrative action to the Assistant Director-General, Human Resources, who will then determine the final administrative action to be taken.

Termination of employment shall only be a disciplinary outcome where unsatisfactory performance has been found with respect to classroom teaching performance.

When the employment of an employee is terminated for unsatisfactory performance following a MUP process, a Notice of Further Consideration Required will be placed against the employee’s employment record. Any future applications for employment with the Department of Education, Training and Employment will be referred directly to the Executive Director, Workforce Management and Support for consideration.

The Board of Review assists in minimising possible industrial conflict associated with performance-related matters, and helps ensure that allegations of unfair practices do not undermine performance management processes.

The Board of Review will consist of:

* the Executive Director, Workforce Management and Support;
* a State School Principal;
* a State High School Principal; and
* a representative of the Queensland Teachers’ Union.

Where disciplinary action is proposed pursuant to the *Public Service Act 2008*, the employee will be given at least 14 days to respond to all matters of concern before a determination is made.

All responses will be fully considered by the Board of Review prior to recommending final administrative action for approval by the Assistant Director-General, Human Resources.

Immediately after the Assistant Director-General, Human Resources determines the final administrative action on an unsatisfactory performance report, the Principal and Regional

Director will receive a copy of the determination.