



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

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Dear Mr Walters

CIRCULATION OF QMS RATING GUIDE & LESSON OBSERVATION TEMPLATE

The Department of Basic Education's Annual Performance Plan monitoring and support visits of the implementation of the Quality Management System (QMS) have revealed a recurring concern that *Lesson Observation Reports and Appraisal Reports* are often completed with scores only, accompanied by minimal or no written remarks and feedback. This practice undermines the developmental intent of the QMS, where narrative feedback is essential to identify strengths, areas for growth, and targeted professional support for educators.

Further investigation indicated that some schools have not received the official QMS-Rating Guide, which is the key reference tool for ensuring fair, consistent, and developmental use of the 1–4 rating scale. Without this guide, schools risk reducing QMS to a compliance exercise rather than a driver of improved teaching and learning.

I therefore request your Province to:

1. Urgently circulate the QMS-Rating Guide and Lesson Observation Template to all districts and schools;
2. Reinforce the importance of comprehensive remarks and feedback alongside scores in all lesson observations and appraisals; and
3. Emphasize the message that lesson observation is a professional development opportunity, not a compliance exercise.

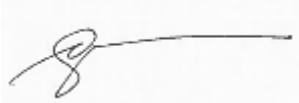
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Attached as Annexures A to F are the four QMS Rating Guides per post level, PL1 to PL4 and two Lesson Observations templates (PL1 - PL2) and (PL3 - PL4).

For ease of access, please find the digital versions that can be downloaded on the link below: [Lesson Observation instrument and rating guide download](#)

Your support in closing this gap will ensure that QMS fulfils its true purpose: strengthening teaching practice and improving learner performance.

Yours sincerely



DR G WHITTLE
ACTING DIRECTOR-GENERAL
DATE: 26 SEPTEMBER 2025