



# EMMAUS CATHOLIC MAC

## Appraisal Policy and Procedure for Support Staff

<b>Date approved by Directors:</b>	1 September 2022
<b>Board Review Date:</b>	August 2024
<b>Body Responsible for Review:</b>	<b>Performance Committee</b>



**Commitment to Equality:**

We are committed to providing a positive working environment which is free from prejudice and unlawful discrimination and any form of harassment, bullying or victimisation. We have developed a number of key policies to ensure that the principles of Catholic Social teaching in relation to human dignity in work become embedded into every aspect of school life and these policies are reviewed regularly in this regard.

Emmaus Catholic Multi Academy Company utilises professional Human Resources support from an external organisation. In the management of all adopted policies it is the Company's understanding that when an employee is granted support from an advisor/companion the Company reserves the right for its manager to be supported in the same meeting by an HR advisor.

This Appraisal Policy and Procedure has been approved and adopted by Emmaus Catholic Multi Academy Company on 1 September 2022 and will be reviewed in August 2024

Signed by Director of Emmaus MAC: 

Signed by CSEL for – Central Team: 

Schools to which this policy relates:

- Signed by Principal for – Hagley Catholic High School
- Signed by Principal for – Our Lady of Fatima Catholic Primary School:
- Signed by Principal for – Our Lady & St Hubert's Catholic Primary School:
- Signed by Principal for – St Ambrose Catholic Primary School:
- Signed by Principal for – St Francis Xavier Catholic Primary School:
- Signed by Principal for – St Gregory's Catholic Primary School:
- Signed by Principal for – St Joseph's Catholic Primary School:
- Signed by Principal for – St Mary's Catholic Primary School:
- Signed by Principal for – St Philip's Catholic Primary School:
- Signed by Principal for – St Wulstan's Catholic Primary School:

**DEFINITIONS**

In this Appraisal Policy and Procedure, unless the context otherwise requires, the following expressions shall have the following meanings:

- i. 'Emmaus Catholic Multi Academy Company' means the MAC named at the beginning of this Appraisal Policy and Procedure and includes all sites upon which the MAC undertaking is, from time to time, being carried out.

- ii. 'Emmaus Catholic Multi Academy Company' means the company responsible for the management of the MAC and, for all purposes, means the employer of staff at the MAC.
- iii. 'Board' means the Board of Directors of the Multi Academy Company.
- iv. 'Chair' means the Chair of the Board as appointed from time to time.
- v. 'Clerk' means the Clerk to the Board or Local Governing Body as appointed from time to time.
- vi. 'Catholic Senior Executive Leader' means the person responsible for performance of all Schools and staff within the Multi Academy Company and is accountable to the Board of Directors.
- vii. 'Companion' means a willing work colleague not involved in the substance of the employee's performance under review by this Appraisal Policy and Procedure, or a trade union official, an accredited representative of a trade union or other professional association of which the employee is a member, who should be available for the periods of time necessary to meet the timescales under this Appraisal Policy and Procedure.
- viii. 'Diocesan Schools Commission' means the education service provided by the diocese in which the MAC is situated, which may also be known, or referred to, as the Diocesan Education Service.
- ix. 'Directors' means directors appointed to the Board from time to time.
- x. 'Governors' means, the representatives appointed or elected to the Local Governing Body, from time to time.
- xi. 'Principal' means the most senior Teacher in the School who is responsible for its management and administration. Such Teacher may also be referred to as the Head of School or Headteacher.
- xii. 'Local Governing Body' means the representatives appointed and elected to carry out specified functions in relation to the School as delegated by the Multi Academy Company.

- xiii. 'Working Day' means any day on which you would ordinarily work if you were a full-time employee. In other words, 'Working Day' may apply differently to teaching and non-teaching staff. However, part-time and full-time staff will not be treated differently for the purposes of implementing this Appraisal Policy and Procedure.
- xiv. 'Working Week' means any week that you would ordinarily work.

## **1. APPLICATION**

- 1.1 Subject to Paragraph 1.2 below, this Appraisal Policy and Procedure applies to you if you are an employee or worker of Emmaus Catholic Multi Academy Company (Emmaus Catholic MAC) and are not employed as a Teacher, Head of School, Principal, Executive Head, or CSEL (hereinafter referred to as an "employee" or "you").
- 1.2 This Appraisal Policy and Procedure does not apply to those employees employed under a contract of employment for less than one term and those who are subject to Emmaus Catholic MAC Capability Policy and Procedure.

## **2. SCOPE**

- 2.1 The purpose of this Appraisal Policy and Procedure is to establish a framework for a clear and consistent review of the performance of employees and for supporting their development within the context of Emmaus Catholic MAC's plan for improving educational provision and performance and in order to enhance Teachers' professional practice. The review shall have regard to any applicable codes of practice or standards applicable to the employee's employment as referenced in their job description.
- 2.2 The Multi Academy Company is committed to ensuring respect, objectivity, belief in the dignity of the individual, consistency of treatment and fairness in the operation of this Appraisal Policy and Procedure. This commitment extends to promoting equality of opportunity and eliminating unlawful discrimination throughout the MAC community which includes all of the Schools in Emmaus Catholic MAC.
- 2.3 The Multi Academy Company is committed to providing a supportive working environment for all employees through this Appraisal Policy and Procedure. Concerns about an employee's performance

will always be addressed in the first instance through the operation of this Appraisal Policy and Procedure. Where it is not possible to resolve concerns through the operation of this Appraisal Policy and Procedure it may be necessary to consider whether to invoke Emmaus Catholic MAC Capability Policy and Procedure in accordance with Paragraph 9.

- 2.4 This Appraisal Policy and Procedure does not form part of any other procedure but relevant information on appraisal, including Appraisal Reports, may be taken into account in relation to the operation of other applicable policies and procedures.
- 2.5 An employee is entitled to have access, by arrangement, to their personnel file and to request the deletion of time-expired records in line with the provisions of the General Data Protection Regulation and the Data Protection Act 2018.
- 2.6 The Multi Academy Company delegates its authority in the manner set out in this policy.
- 2.7 The Multi Academy Company is committed to ensuring that the operation of this Appraisal Policy and Procedure does not lead to an unnecessary increase in the workload for employees and Appraisers. This Appraisal Policy and Procedure will always be applied in a way which is robust and fair, whilst monitoring the impact on workload for employees, Appraisers, Directors and Governors.

### **3. APPRAISAL IN A CATHOLIC CONTEXT**

- 3.1 Appraisal will be a supportive and developmental process designed to ensure that all employees have the skills and support they need to carry out their role effectively within the context of the Multi Academy Company's ethos. It will help to ensure that employees are able to continue to improve their professional practice and to develop as professionals in their area of expertise.
- 3.2 Arrangements for appraisal will be conducted in such a way that employees will be secure in the knowledge that their progress and commitment to the MAC are acknowledged.
- 3.3 Appraisal is a time to celebrate achievement wherever possible, as well as for discerning where there is scope for development. Challenge is at the heart of the Gospels. Christ challenged all whom he encountered, each according to their needs and readiness.
- 3.4 This Appraisal Policy and Procedure offers opportunities to ensure justice for employees and pupils alike and has the potential for the expression of Christian qualities such as honesty, self-knowledge,

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respect for others and their gifts, recognition of the needs and achievements of others, challenge of self and others, personal growth and openness.

#### **4. THE APPRAISAL PERIOD**

- 4.1 The Appraisal Period will run for twelve months from 1<sup>st</sup> September to 31<sup>st</sup> August of the following year.
- 4.2 Employees who are employed on a fixed-term or temporary contract of less than one year will have their performance managed in accordance with the principles underpinning this Appraisal Policy and Procedure. The length of the Appraisal Period will be determined by the duration of their contract of employment.
- 4.3 Where an employee starts their employment with the MAC part-way through the MAC/School's usual Appraisal Period, the Principal, CSEL for the Central Team shall determine the proportionate length of the Appraisal Period for that employee with a view to bringing his/her Appraisal Period into line with the MAC's usual Appraisal Period (as per Paragraph 4.1 above) as soon as possible.
- 4.4 Where an employee transfers to a new post within an individual School or any other School within Emmaus Catholic MAC, or to the Central Team part-way through an Appraisal Period, the Principal or CSEL for the Central Team shall determine, in discussion with the employee, whether the Appraisal Period should be re-set and whether the Appraiser should be changed.

#### **5. APPOINTING APPRAISERS**

- 5.1 The Principal will appoint an Appraiser to each employee within their School during the Appraisal period. The CSEL will appoint an Appraiser to each employee within the Central Team. Appraisers should have received appropriate training for the role.
- 5.2 The Appraiser will set the employees objectives in accordance with Paragraph 6 below.
- 5.3 The Appraiser, through the Principal and/or Local Governing Body, CSEL and/or Board of Directors, may seek advice from other external advisers including, but not limited to, the Diocesan Education Service.

- 5.4 Where it becomes apparent that an Appraiser appointed by the Principal/CSEL will be absent for the majority of the Appraisal Period, the Principal/CSEL may perform the duties of the Appraiser or delegate those duties to another suitable member of staff for the duration of the absence.
- 5.5 Where an employee has an objection to the choice of Appraiser, their concerns will be carefully considered by the Principal/CSEL, and where it can be reasonably accommodated, an alternative Appraiser will be provided.

## **6. SETTING OBJECTIVES**

- 6.1 Appraisal objectives should reflect the Catholic identity and mission of the MAC and the values it proclaims<sup>1</sup> and Appraisers are expected to explore the alignment of such objectives with the MAC's priorities and plans, working at all times to ensure that the Catholic ethos is preserved, developed and maintained.
- 6.2 The Appraiser and the employee will engage in a professional dialogue with a view to agreeing a realistic number of objectives which shall be reasonably achievable during the course of the Appraisal Period taking into account the professional development aspirations of the employee. Objectives may be revised following discussion with the employee if circumstances change. The MAC operates a system of moderation to ensure that all appraisals are carried out in a consistent manner. Objectives will be moderated across the MAC and within each School in the Multi Academy Company to ensure that they are consistent between employees with similar experience and levels of responsibility. Should the objectives not be agreed, a record of the employee's comments in relation to the objectives set shall be added to the appraisal documentation but the final decision on allocation of objectives rests with the Appraiser.
- 6.3 The objectives set for each employee will, if achieved, contribute to the MAC/School's plans for improving educational provision and improving the progress, development and well-being of the pupils at the MAC/School. This will be ensured by quality assuring all objectives against the MAC and/or School improvement plan and ensuring a process of moderation in each School led by the Principal and the CSEL for the Central Team.

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<sup>1</sup> Such values should include the principles of Catholic social teaching in respect of justice for all, the needs of the whole person, respect for the individual and the community and the preferential option for the poor. More information about these principles and how they might apply in the context of appraisal can be found in the CES User Guide. Schools - Appraisal Policy and Procedure – Support Staff – England – updated May 2020 – with minor amendment May 2022  
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- 6.4 Objectives, where met, should contribute to improving the progress, development and wellbeing of pupils within the MAC/School as understood in relation to the Catholic nature of the MAC/School and so include the academic, spiritual, moral, social, emotional and cultural development of each pupil.
- 6.5 The objectives set will be Challenging, Specific, Measurable, Achievable, Realistic and Time-bound and will be appropriate to the employee's role and level of experience.
- 6.6 The Appraiser will take into account the MAC/School's work/life balance strategy and the effects of an individual's circumstances, including any disability requiring the implementation of reasonable adjustments, when agreeing objectives and Appraisers will include a review of an employee's workload in the Appraisal Report.
- 6.7 Following discussion between the Appraiser and the employee, set objectives may be revised by the Appraiser in accordance with the needs of the MAC/School and the employee, and any such revision(s) to set objectives will be recorded in writing and a copy will be provided to the employee.

## **7. REVIEWING PERFORMANCE**

### **Gathering Evidence**

- 7.1 In order to review performance, the Appraiser will need to rely on the available evidence obtained in connection with the employee's performance. The evidence required will depend on the employee's role and where possible, the evidence to be obtained should be agreed when the objectives are set.
- 7.2 When collecting evidence, the focus will be on using evidence which is readily available from day to day practice wherever possible.

### **Observation**

- 7.3 Emmaus Catholic MAC believes that observation is important both as a way of reviewing employees' performance in order to identify any particular strengths and areas for development as well as gaining useful information which can inform MAC/School improvement more generally.
- 7.4 All observation of work in practice will be carried out in a supportive fashion and will not lead to unnecessary increases in workload and all feedback will be developmental.

- 7.5 Employees will receive constructive feedback on their performance throughout the year and as soon as practicable after observation has taken place or other evidence has come to light. Feedback will include discussion with the employee, highlighting their area of strength and areas that need attention and will determine any appropriate action required.

### **Development and Support**

- 7.6 Appraisal is a supportive process which will be used to inform the employee's continuing professional development. Emmaus Catholic MAC wishes to encourage a culture in which all employees take responsibility for improving teaching through appropriate professional development. Professional development will be linked to the MAC and/or each individual School's improvement priorities and to the ongoing professional development needs and priorities of the individual employee.

### **Informal Support**

- 7.7 An employee's line manager may identify concerns on an informal basis at any time about any performance falling short of the standard expected by the MAC or individual School.
- 7.8 An employee's line manager may also provide informal advice and appropriate support which may include training, coaching, mentoring, counselling, monitoring, working in a professional learning community, learning and development opportunities, supervision, occupational health, arrangements for observation of lessons taught by teachers at the School or elsewhere or discussing practice with advisory teachers or other employees (as appropriate to the employee's role). These arrangements will take into account the employee's workload.
- 7.9 Informal support could include reaffirming the expectations that the School and/or MAC has of the employee and what support may be provided to help the employee to meet those expectations.
- 7.10 Informal support may be recorded in writing and may be referred to a later stage as evidence of an attempt to address the concerns identified using informal support and the outcome of such an attempt. Where any informal support is recorded in writing, the employee will be provided with a copy of any written record and will be given 5 Working Days to comment on the written report in writing.

### **Alternative Support**

- 7.11 There may be a situation where the employee's line manager and/or the Appraiser considers that a recent promotion or job change has been a contributory factor in any unsatisfactory performance. In such a case, informal support should be provided as described in Paragraphs 7.7 to 7.10 above.
- 7.12 If such informal support is ineffective, the employee's line manager/Appraiser may offer the employee the option of agreeing to voluntarily give up the promotion or job change as an alternative to proceeding with formal action pursuant to Paragraph 9 of this Appraisal Policy and Procedure.

## **8. ANNUAL REVIEW**

- 8.1 Employees' performance will be formally reviewed in respect of each Appraisal Period by way of an Annual Review.
- 8.2 The Annual Review is the end point to the annual Appraisal Period but performance and development priorities will be reviewed and addressed throughout the year at interim meetings (which shall be conducted in person or via other appropriate medium depending on the circumstances) which will take place in the Spring Term. Employee workload will be considered when determining the frequency of such interim meetings.
- 8.3 The employee will receive, as soon as practicable following the end of each Appraisal Period, but by no later than 31<sup>st</sup> October a written Appraisal Report. The employee will have the opportunity to comment on the Appraisal Report in writing.
- 8.4 The Appraisal Report will include:
- (a) Details of the employee's objectives for the relevant Appraisal Period;
  - (b) A review of the employee's performance of their role and responsibilities against their objectives and any relevant standards;
  - (c) An assessment of the employee's training and development needs and details of any action that should be taken to address them;
  - (d) A recommendation on pay where that is relevant;
  - (e) A space for the employee's own comments

8.5 A review meeting will take place after the end of the Appraisal Period to discuss the content of the Appraisal Report and the employee's written comments in the Appraisal Report (if any), to decide any further action required, including setting a period for review of performance, and to inform objective setting for the next Appraisal period.

8.6 Where it has not been possible for employees to fully meet their objectives because the agreed support has not been provided this will be taken into account in the review meeting.

## **9. EMPLOYEES EXPERIENCING DIFFICULTIES**

9.1 It is Emmaus Catholic MAC's aim, when dealing with an employee experiencing difficulties, to provide support and guidance through the appraisal process in such a way that the employee's performance improves and the problem is, therefore, resolved.

9.2 Where it is apparent that an employee's personal circumstances are leading to difficulties at work, the individual School/Central Team will aim to establish informally whether the reason is due to ill-health, lack of competence, misconduct or other mitigating personal circumstances. Support will then be offered and/or appropriate action taken as soon as reasonably practicable, without waiting for the Annual Review detailed in Paragraph 8. Support could include informal advice and appropriate support which may include training, coaching, mentoring, counselling, monitoring, working in a professional learning community, learning and development opportunities, supervision, occupational health, arrangements for observation of lessons taught by teachers at the School or elsewhere or discussing practice with advisory teachers or other employees (as appropriate to the employee's role). These arrangements will take into account the employee's workload.

9.3 If an Appraiser identifies through the appraisal process, or via other sources of information, that the difficulties experienced by an employee are such that, if not rectified, could lead to the Multi Academy Company Capability Policy and Procedure being invoked, the Appraiser, the Principal, the CSEL for the Central Team or a member of the senior leadership team (as appropriate) will meet with the employee to:

- (a) Give clear written feedback to the employee about the nature and seriousness of the concerns;
- (b) Give the employee the opportunity to comment on, refute, explain and discuss the concerns;

- (c) Give the employee at least 5 Working Days' notice that a meeting will be held to discuss targets for improvement alongside a programme of support, and inform the employee that they have the right to be accompanied at any such meetings by a Companion;
  - (d) In consultation with the employee at the above meeting, an action plan with support will be established (e.g. coaching, training, in-class support, mentoring, structured observations, visits to other classes or schools or discussions with advisory teachers or other employees, as appropriate to the employee's role), that will help address those specific concerns;
  - (e) Make clear how progress will be monitored and when it will be reviewed; and
  - (f) Explain the implications and process if no, or no sufficient, improvement is made.
- 9.4 The employee's progress will continue to be monitored as part of the appraisal process and a reasonable time will be given for the employee's performance to improve. The relevant monitoring period will depend on the circumstances but will usually be between 4 and 8 Working Weeks, with appropriate support as agreed in the action plan detailed in Paragraph 9.3(d) above, in order that the aim of improving performance can be achieved. During this monitoring period the employee will be given regular feedback on his or her progress and arrangements will be made to modify the support programme if appropriate.
- 9.5 At the end of the monitoring period referred to in Paragraph 9.4 above, if sufficient improvement is made, such that the employee is performing at a level that indicates there is no longer a possibility of the Emmaus Catholic MAC Capability Policy and Procedure being invoked, the employee will be informed of this at a formal meeting with the Appraiser. Following this meeting, the appraisal process will continue as normal. The employee will be given at least 5 Working Days' notice of such formal meeting and will have the right to be accompanied by a Companion. The outcome of such meeting will be confirmed in writing to the employee within 5 Working Days of the meeting taking place.
- 9.6 If no, or no sufficient, improvement has been made by the end of the monitoring period referred to in Paragraph 9.4 above, the employee will be invited to a transition meeting with the Appraiser to determine whether the Emmaus Catholic MAC Capability Policy and Procedure needs to be invoked or whether the appraisal process will remain in place. The employee will be given at least 5 Working Days' notice of such meeting and shall be entitled to be accompanied at the meeting by a Companion. The outcome of such meeting will be confirmed in writing to the employee within 5 Working Days of the meeting.

- 9.7 Prior to invoking the Capability Policy and Procedure, the Appraiser will seek to ensure that the employee has undergone an appropriate period of induction to their role, an up to date job description has been issued to them, professional standards and overall expectations of performance have been made clear and the employee's performance has been monitored and feedback has been provided.
- 9.8 Whilst the Appraisal Report does not form part of any formal capability or disciplinary procedures any relevant information from the appraisal process including the contents of the Appraisal Report may be taken into account by those responsible for taking decisions about capability and disciplinary matters.

## **10. APPEALS**

- 10.1 Employees have a right of appeal against any of the entries in the written Appraisal Report and a separate right of appeal against a decision to invoke the Emmaus Catholic MAC Capability Policy and Procedure made at a meeting as set out in Paragraph 9.6 above. If an appeal relates to a decision about pay, the employee is referred to the MAC Pay Policy and Procedure.
- 10.2 An appeal lodged in accordance with Paragraph 10.1 must be made in writing to the Clerk and lodged within 10 Working Days of receipt of the Appraisal Report (which will usually be received in the review meeting referred to in Paragraph 8.6) or the letter confirming the outcome of the meeting provided for in Paragraph 9.6.
- 10.3 The appeal letter must set out the grounds of the appeal in detail.
- 10.4 An Appeal Meeting will normally be held within 20 Working Days of an appeal letter being received by the Clerk.
- 10.5 The appeal will usually be heard by the Principal unless they have participated in the appraisal review which is being appealed, in which case the Chair of the Local Governing Body assisted by a representative appointed by the Local Governing Body (if the Chair deems this necessary). For Central Team staff the appeal will be heard by the Catholic Senior Executive Leader unless they have participated in the appraisal review which is being appealed, in which case the Chair of the Board assisted by a representative appointed by the Board (if the Chair deems this necessary).

10.6 The outcome of the Appeal Meeting will be confirmed in writing to you within 5 Working Days of the date of the Appeal Meeting. The decision reached following the Appeal Meeting is final and there will be no further right of appeal. The possible outcomes of an Appeal Meeting are any one or more of the following (as appropriate):

- (a) the entries made in the Appraisal Report are upheld;
- (b) the outcome of the meeting provided for in Paragraph 9.6 stands and the Capability Policy is invoked;
- (c) the appeal is upheld and any disputed entries in the Appraisal Report are referred back to the Appraiser for reconsideration;
- (d) the outcome of the meeting under Paragraph 9.6 is overturned and the appraisal process will continue as normal.

10.7 Where an appeal is against entries in the Appraisal Report and the outcome of a meeting heard under Paragraph 9.6, the appeals will be heard together. For the avoidance of doubt, it will be possible for the outcome of each appeal, where both entries in the Appraisal Report and the outcome of a meeting heard under Paragraph 9.6 are appealed, to be different.

## **11. COMPANION**

11.1 Where a meeting is held under Paragraphs 9 or 10 above, you may be accompanied by a Companion.

11.2 You must let the person appointed to hold such meeting under Paragraphs 9 or 10 above know who your Companion will be at least one Working Day before the meeting.

11.3 If you have any particular reasonable need, for example, because you have a disability, you can also be accompanied by a suitable helper.

11.4 Your Companion can address the meeting in order to:

- (a) put your case;
- (b) sum up your case;
- (c) respond on your behalf to any view expressed at the meeting; and
- (d) ask questions on your behalf.

11.5 Your Companion can also confer with you during the meeting.

11.6 Your Companion has no right to:

- (a) answer questions on your behalf;
- (b) address the meeting if you do not wish it; or
- (c) prevent you from explaining your case.

11.7 Where you have identified your Companion and they have confirmed in writing to the relevant person appointed under Paragraphs 9 or 10 that they cannot attend the date or time set for the meeting, the meeting will be postponed for a period not in excess of five Working Days from the date set by the School to a date and time agreed with your Companion. Should your Companion subsequently be unable to attend the rearranged date, the meeting may be held in their absence or written representations will be accepted.

## **12 TIMING OF MEETINGS**

The aim is that meetings under this Appraisal Policy and Procedure will be held at mutually convenient times but depending on the circumstances, meetings may:

- 12.1 need to be held when you were timetabled to assist with lessons (if that is appropriate in your role);
- 12.2 exceptionally be held after the end of the school day;
- 12.3 not be held on days on which you would not ordinarily work;
- 12.4 be extended by agreement between the parties if the time limits cannot be met for any justifiable reason.

## **13 VENUE FOR MEETINGS**

Any meeting held under Paragraphs 9 or 10 may be held off the School/Central Team site to minimise any distress to the employee.

## **14 ASSISTANCE**

Where matters fall to be decided under Paragraphs 9 or 10, the Diocesan Education Service may send a representative to advise the Multi Academy Company.

## 15 REVIEW OF THIS PROCEDURE

This policy and procedure was produced in September 2013, updated in June 2016, May 2018 and May 2020 by the Catholic Education Service (CES) for use in Catholic Voluntary Academies in England following consultation with the national trade unions. It may be adapted, as appropriate, for use in joint Church academies subject to the approval of the CES on referral by the relevant Catholic diocese.

With the exception of Central Team positions, the Board of Directors delegates the implementation of this policy to the Local Governing Body.