

## Background

Pembina Hills School Division recognizes that the quality of education for students in the Division is affected by the knowledge, skills and attributes of our staff. The Division believes that supervision and evaluation of support staff are key components to providing the best education possible for our students.

## Definitions

**Support Staff:** staff in positions which do not require a teaching certificate.

**Supervision:** the ongoing formative process by which a Supervisor provides support and guidance to an employee.

**Evaluation:** the formal process of gathering and recording information or evidence over a period of time and the application of reasoned professional judgment by the employee's Supervisor in determining whether the performance of an employee meets expectations.

**Notice of Remediation:** the written statement issued by a Supervisor to an employee where the Supervisor has determined that the employee's performance needs improvement.

## Procedures

### A. Supervision

1. The purpose of supervision is to provide a safe, supportive opportunity for individuals and their Supervisors to communicate freely about job performance, to facilitate better working relationships, to discuss expectations and to identify professional development needs.
2. The Supervisor shall provide on-going supervision of staff by:
  - a. Ensuring that the supervision process is supportive and assists staff to meet the responsibilities of their position, including observations and information about the quality of work/service the employee provides;
  - b. Recognizing successes and achievement in meeting work responsibilities; and
  - c. Providing feedback and identifying behaviours or practices that may require improvement or necessitate an evaluation.
3. The Employee shall contribute to the supervision process by:
  - a. Receiving and acting on feedback received to improve performance;
  - b. Looking for learning opportunities in every-day activity;
  - c. Identifying opportunities for training or advancement.

### B. Evaluation

1. All employees will be provided with a job description and a list of duties and if necessary, the opportunity to discuss same with their supervisor.
2. A written evaluation of an employee shall be conducted:
  - a. Prior to the end of a probationary period;

- b. Within 12 months of being transferred to a different position; or
  - c. When, on the basis of information received through supervision, the supervisor has reason to believe the employee's performance may not be fulfilling the duties and responsibilities identified in the employee's job description. A notice of evaluation will be issued.
3. An evaluation of the employee may be conducted upon the written request of the employee. The evaluation will only be conducted if the Supervisor is in agreement.
4. Prior to the evaluation commencing, the Supervisor shall meet with the employee to review:
  - a. The reason for and purpose of the evaluation,
  - b. The process, criteria and standards to be used,
  - c. The timelines to be applied, and
  - d. The possible outcomes of the evaluation.
5. When conducting an evaluation, the Supervisor shall:
  - a. Identify expectations based on the employee's job description,
  - b. Provide an assessment of the employee's performance related to the responsibilities or duties assigned during the evaluation period,
  - c. Provide an assessment of the application of skills, knowledge and personal/professional attributes required to achieve the expected performance, and
  - d. Identify areas of improvement that may be required.
6. In the event the support staff member works with more than one teacher/supervisor, all teachers/supervisors shall contribute to the evaluation.
7. Upon completion of the evaluation:
  - a. The Supervisor and employee shall meet to review and discuss the evaluation report. The employee will have an opportunity to add written comments to the evaluation report;
  - b. A copy of the evaluation report shall be provided to the employee, and
  - c. A copy of the signed evaluation report will be submitted to Human Resources for filing in the employee's personnel file.
8. An employee may appeal an evaluation in writing to the Superintendent or designate, outlining the reasons for the review. The appeal must be made within 10 calendar days of the employee receiving the evaluation report. Upon receiving the appeal, the Superintendent or designate will conduct a review and render a decision within 15 calendar days.
9. When, as a result of an evaluation, the Supervisor determines that the employee's performance needs improvement, the Supervisor shall issue to the employee a notice of remediation. The notice of remediation shall include:
  - a. A description of performance-related or behavior-related concern,
  - b. A description of expected performance or behaviour that are relevant to the job description,
  - c. Additional resources, time, training or coaching to meet the objectives, and
  - d. An applicable timeline which includes a date of evaluation.
9. If, after remediation, the employee's performance still does not meet expectations, or that a change in behaviour or practice is still required, the Supervisor shall advise the employee and make a recommendation regarding the employee's employment status to the Superintendent.
10. This Administrative Procedure does not restrict:
  - a. The Superintendent, Principal, supervisor or their designate(s) from taking disciplinary or other action as appropriate when they have reasonable grounds to believe that the action or practices of a support staff employee endangers the safety

- of students, constitutes a neglect of duty, a breach of trust, or a refusal to obey a lawful order of the School Board, or
- b. The Board or the Superintendent from taking any action or exercising any right or power under the *Education Act*.

## **Reference**

[Education Act](#)  
[Support Staff Evaluation Templates](#)