



Province of the
EASTERN CAPE
EDUCATION

OFFICE OF THE HEAD OF DEPARTMENT: EDUCATION

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HRM CIRCULAR NO: 25 OF 2018

TO **DEPUTY DIRECTOR-GENERALS**
 CHIEF DIRECTORS
 DIRECTORS AT HEAD OFFICE
 DISTRICT DIRECTORS
 DEPUTY DIRECTORS: HRA&P
 CES: CIRCUIT MANAGEMENT
 CIRCUIT MANAGERS
 PRINCIPALS OF SCHOOLS

FROM: **THE HEAD OF DEPARTMENT: EDUCATION**

DATE: **3-08-2018**

SUBJECT: EXIT INTERVIEW


1. Following upon a decision by National Cabinet, a Circular Number: HRP 5 of 2018 was issued in terms of which all employees exiting the services of the Department were required to complete a prescribed Exit Interview Questionnaire and HR Termination form. For ease of your reference the Circular Number 5 of 2018 and PS Regulations as Amended: 2018 is attached to this HRM Circular.
2. It has, however, been observed that not all employees exiting the services of the Department of Education are completing the prescribed Exit Interview Questionnaire and HR Termination Form. The non-compliance in this regard is of concern and it has consequently been decided to draw attention to the relevant provisions.
3. The prescribed Exit Interview Questionnaire and HR Termination form must be completed by all employees exiting the services of the Department for the following reasons:
 - a. Incapacity due to ill-health or injury
 - b. Retirement (early, normal and compulsory retirement)
 - c. Resignation

SUBJECT: EXIT INTERVIEW

4. The Pension Division of the relevant HR Components is required to request the completion of the prescribed Exit Interview Questionnaire (attached) and HR Termination form as part of the submission of relevant documents required to process pension documentation. This Division is also required to make every effort to obtain the completed Exit Interview Questionnaire and HR Termination form before finalizing the documentation to effect pension payments.
5. Upon receipt of Exit Interview Questionnaires, the Pension Division of the respective Districts and Head Office will be required to analyze the information contained therein, and provide a report which addresses, amongst others, the following issues.
 - i. The reasons for the exit;
 - ii. the circumstances, if any, under which the employee would consider returning to the Department; and
 - iii. any suggestions for improving the working environment and service delivery.
6. The report referred to in paragraph 5 above must be forwarded to the Directorate: HRA at Head Office for the attention of Director: HRA on a quarterly basis. The first report for the 2018 financial year, covering the period 01 July 2018 to 30 September 2018 must be submitted by no later than 15 October 2018.
7. Kindly bring the contents of this circular to the attention of all employees under your supervision.



TS KOUANA
HEAD OF DEPARTMENT: EDUCATION


01/10/2018
DATE



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

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Reference no: 14/1/7/P
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Circular Number: HRP 5 of 2018

TO: ALL HEADS OF NATIONAL DEPARTMENTS, PROVINCIAL DEPARTMENTS AND GOVERNMENT COMPONENTS

DETERMINATION AND DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN TERMS OF SECTION 3(2) AND 41(3) OF THE PUBLIC SERVICE ACT, 1994 READ WITH REGULATION 69(4) OF THE PUBLIC SERVICE REGULATIONS, 2016

1. The Minister for the Public Service and Administration issued in 2008 a Directive to give effect to the decision by Cabinet during the 2007 July Lekgotla that the practice of exit interviews must be institutionalised in the Public Service. Regulation G.2 of Part VII of Chapter 1 of the Public Service Regulations, 2001 under which the existing Directive was issued, has been repealed by the Public Service Regulations, 2016. The scope of regulation 69(4) of the Public Service Regulations, 2016 only relates to resignations and does not make provision for exits in terms of ill-health and retirement. A Determination and Directive in terms of section 3(2) of the Public Service Act, 1994 has also been simultaneously developed to address this gap. The Determination and Directive will take effect on 1 July 2018.
2. Please note that in terms of the Determination and Directive, exit interviews must be conducted with all employees whose services are terminated on or after 1 July 2018 on account of incapacity due to ill-health or injury, resignation or retirement.
3. For this purpose, the relevant executive authority will be required to –
 - (a) designate responsibility for managing the exit interview to a person or persons in the Department;

- (b) determine the manner in which the exit interview will be conducted; and
 - (c) develop an exit interview template which must, as a minimum, require the employee to indicate the following –
 - i. the reason for her or his exit;
 - ii. the circumstances, if any, under which the employee would consider returning to the department; and
 - iii. any suggestion for improving the working environment and service delivery.
4. Executive Authorities must record the reasons for the employee's termination, as well as other relevant information obtained during the exit interview. Departments are encouraged to consider the outcome of exit interviews during the development of human resource plans and retention strategies.
5. The existing Directive to institutionalize the practice of exit interviews in the Public Service is withdrawn with effect from 30 June 2018 and the revised Determination and Directive becomes effective from 1 July 2018.

Kind regards,



Director-General

Date: 10/07/2018

DETERMINATION AND DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN TERMS OF SECTION 3(2) AND 41(3) OF THE PUBLIC SERVICE ACT, 1994 READ WITH REGULATION 69(4) OF THE PUBLIC SERVICE REGULATIONS, 2016



**DETERMINATION AND DIRECTIVE TO
INSTITUTIONALISE THE PRACTICE OF EXIT
INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN
TERMS OF SECTION 3(2) AND SECTION 41(3) OF
THE PUBLIC SERVICE ACT, 1994 READ WITH
REGULATION 69(4) OF THE PUBLIC SERVICE
REGULATIONS, 2016**

(AS AMENDED: 2018)

ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND
ADMINISTRATION

1. BACKGROUND

This Determination and Directive is issued to give effect to the decision by Cabinet during the 2007 July Lekgotla that the practice of exit interviews must be institutionalised in the Public Service. The Determination and Directive has been aligned with the Public Service Regulations, 2016.

2. SCOPE

This Determination and Directive applies to all employees appointed in terms of the Public Service Act, 1994.

3. AUTHORISATION

This Determination and Directive is issued by the Minister for the Public Service and Administration in terms of section 3(2) and section 41(3) of the Public Service Act, 1994, to elucidate and supplement Regulation 69(4) of the Public Service Regulations, 2016.

4. COMMENCEMENT

This Determination and Directive replaces the Directive on exit interviews issued on 1 January 2008 and takes effect on 1 July 2018.

5. GENERAL PROVISIONS: EXIT INTERVIEWS

5.1 An exit interview must be conducted with an employee whose employment is terminated on or after the date of commencement of this Directive on account of –

- (a) incapacity due to ill health or injury;
- (b) resignation; or
- (c) retirement.

5.2 An executive authority must make provision for an exit interview to be conducted with the employee prior to her or his departure.

5.3 An executive authority must, in respect of the exit interview contemplated in clause 5.1 –

DETERMINATION AND DIRECTIVE TO INSTITUTIONALISE THE PRACTICE OF EXIT INTERVIEWS IN THE PUBLIC SERVICE ISSUED IN TERMS OF SECTION 3(2) AND 41(3) OF THE PUBLIC SERVICE ACT, 1994 READ WITH REGULATION 69(4) OF THE PUBLIC SERVICE REGULATIONS, 2016

- (a) designate responsibility for managing the exit interview to a person or persons in the Department;
- (b) determine the manner in which the exit interview will be conducted; and
- (c) develop an exit interview template which must, as a minimum, require the employee to indicate the following –
 - i. the reason for her or his exit;
 - ii. the circumstances, if any, under which the employee would consider returning to the department; and
 - iii. any suggestion for improving the working environment and service delivery.

6. HANDLING OF INFORMATION FROM EXIT INTERVIEWS

- 6.1 The personal details of the departing employee must be treated as confidential.
- 6.2 Each executive authority must record the reasons for the employee's termination as well as other relevant information obtained during the exit interview. The outcome of exit interviews must be considered in the development of human resource plans and retention strategies.

DETERMINATION AND DIRECTIVE ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION



Ms Ayanda Dlodlo, MP
Minister for the Public Service and Administration
Date: 9 / 07 / 2018

Name of District / Head Office: _____

EXIT INTERVIEW FORM

1. PERSONAL PARTICULARS

- 1.1 NAME OF INSTITUTION: _____
- 1.2 NAME OF EMPLOYEE: _____
- 1.3 PERSAL NUMBER: _____
- 1.4 GENDER: *(Mark with an X)* Male ☐ Female ☐
- 1.5 RANK: _____
- 1.6 DATE OF APPOINTMENT: _____
- 1.7 DATE OF TERMINATION: _____

2. TERMINATION TYPE *(Mark with an X in the applicable space)*

- | | | | |
|--|--------------------------|--|--------------------------|
| 2.1 RETIREMENT (BELOW 60 YEARS) | <input type="checkbox"/> | 2.6 TRANSFER OUT OF EDUCATION DEPARTMENT (ECDOE) | <input type="checkbox"/> |
| 2.2 RETIREMENT (60-65 YEARS) | <input type="checkbox"/> | 2.7 TRANSFER TO ANOTHER GOVERNMENT DEPARTMENT | <input type="checkbox"/> |
| 2.3 RETIREMENT (65 YEARS) | <input type="checkbox"/> | 2.8 MISCONDUCT | <input type="checkbox"/> |
| 2.4 RESIGNATION | <input type="checkbox"/> | 2.9 DIMISSAL | <input type="checkbox"/> |
| 2.5 ILL-HEALTH RETIREMENT/
MEDICAL BOARDING/ INJURY | <input type="checkbox"/> | 2.10 OTHER
Specify: _____ | <input type="checkbox"/> |

3. CAUSES OF TERMINATION *(Mark with an X in the applicable space)*

- | | | | |
|---|--------------------------|----------------------------------|--------------------------|
| 3.1 SALARY PAID IS NOT ENOUGH | <input type="checkbox"/> | 3.6 NEW CHANGES ARE THREATENING | <input type="checkbox"/> |
| 3.2 BETTER SALARY OFFERED | <input type="checkbox"/> | 3.7 UNCERTAIN FUTURE | <input type="checkbox"/> |
| 3.3 UNACCEPTABLE/ POOR WORKING CONDITIONS | <input type="checkbox"/> | 3.8 CAREER CHANGE | <input type="checkbox"/> |
| 3.4 MANAGEMENT STYLE IS UNACCEPTABLE | <input type="checkbox"/> | 3.9 OFFERED PROMOTIONAL POSITION | <input type="checkbox"/> |
| 3.5 LIMITED PROMOTION OPPORTUNITIES | <input type="checkbox"/> | 3.10 OTHER
Specify: _____ | <input type="checkbox"/> |

COMMENTS

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- | | | | | | |
|------|--|-----|--------------------------|----|--------------------------|
| 3.11 | WOULD YOU HAVE STAYED IF YOUR EXPECTATIONS WERE MET? | YES | <input type="checkbox"/> | NO | <input type="checkbox"/> |
| 3.12 | DO YOU INTEND TO RETURN/ RE-JOIN THE DEPARTMENT? | YES | <input type="checkbox"/> | NO | <input type="checkbox"/> |
| 3.13 | ARE YOU SEEKING EMPLOYMENT? | YES | <input type="checkbox"/> | NO | <input type="checkbox"/> |

If YES, Mark with an X in the applicable space

PUBLIC SECTOR ☐ PRIVATE SECTOR ☐ OVERSEAS ☐

COMMENTS

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4. RELATIONSHIP WITH SUPERVISORS/ OTHER TEAM MEMBERS *(Mark with an X)*

Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐ Bad ☐

5. PROPOSED IMPROVEMENTS/ CHANGES

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.....

.....

SURNAME & INITIALS
(Interviewer)

SIGNATURE
(Interviewer)

DESIGNATION
(DD/ AD/ CPO)

DATE



HR TERMINATIONS

TERMINATION OF SERVICE

(This form is to be completed by the employee and in cases of **Misconduct** and **Death** by the department)

A: PERSONAL INFORMATION

Surname: _____ Initials: _____

Department: **EDUCATION**

Tax Number: _____

Persal Number:

--	--	--	--	--	--	--	--

Identity Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal Address: _____ Residential Address: _____

Code: _____ Code: _____

Telephone Number: (_____) _____

Cell Number: _____

REASON FOR TERMINATION (Mark the appropriate box with an "X")

Resignation	<input type="checkbox"/>	Expiry of Contract	<input type="checkbox"/>	Retirement	<input type="checkbox"/>
Medical Retirement (Poor Health)	<input type="checkbox"/>	Re-organisation	<input type="checkbox"/>	Misconduct	<input type="checkbox"/>
Death (Attach Death Certificate)	<input type="checkbox"/>	Other (Specify) <u>EARLY RETIREMENT</u>			<input type="checkbox"/>

SERVICE TERMINATION DATE /

LAST DAY OF SERVICE

Year				Month		Day	

Signed by Applicant/ On Behalf of Applicant

Signature

Date:

Approved by Supervisor/ Head of Division

Signature

Date:

DEPARTMENTAL HR MANAGER

Name & Job Title: _____

Remarks: _____

Signature:

Date:

Contact Number:



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CHECK LIST – RESIGNATION / MISCONDUCT / RETIREMENT / MEDICAL RETIREMENT / DEATH

FULL NAMES OF APPLICANT: _____

ID NUMBER: _____ CONTACT NUMBER: _____

DIRECTORATE / DISTRICT: _____

NO	DOCUMENT	Resignation / Misconduct	Retirement / Medical Retirement	Death
1	Bank Details of Estate (If Applicable)			Y
2	Birth Certificate of Minor Children (If Applicable)			Y
3	Choice Form	Y	Y	
4	Copy of ID	Y		Y
5	Copy of ID (Employee & Spouse) (If applicable)		Y	Y
6	Death Certificate			Y
7	Exit Interview Form	Y	Y	
8	Letter of Executorships (If no Spouse)			Y
9	Marriage Certificate (If Applicable)	Y	Y	Y
10	Release of State Guarantee (If Applicable)	Y	Y	Y
11	HR Termination Form	Y	Y	Y
12	Z 143 (Pension for spouse) and Z 583 (Medical Aid)			Y
13	Z 864 and Z 583 WP 1002 (If unmarried)		Y	
14	Z 894 (Bank Form)	Y	Y	Y

- All the above applicable forms should be completed with a black ballpoint pen.
- No overwriting or use of Tippex is allowed.
- Bank stamp must be very clear on Z894 (Bank Form)
- Copy of the ID should be legible especially the photo.

It is herewith confirmed that properly completed documents marked with a (✓) tick above have been provided by the Applicant for the pension and received by the relevant official and are attached to this checklist.

APPLICANT			
	PRINT NAME	SIGNATURE	DATE
VERIFIED BY: PENSION SECTION			
	PRINT NAME	SIGNATURE	DATE
VERIFIED BY APPROVER			
	PRINT NAME	SIGNATURE	DATE

Please note: HRA&P will not accept incomplete documents (file) for pension processing

