

# QA Review cancellation policy - Lead Reviewers

In some circumstances, a QA Review may have to be cancelled either by the school or by Challenge Partners. This document explains Challenge Partners' policy for notifying and compensating Lead Reviewers should a review they are leading be cancelled.

## 1. Cancellation by the Lead Reviewer

1.1 If a Lead Reviewer withdraws from a review, they must notify Challenge Partners as soon as possible so that we can notify the school(s) involved.

1.2 If a Lead Reviewer withdraws from a review at any point prior to the review, Challenge Partners will not offer them any compensation for the cancellation.

## 2. Cancellation by Challenge Partners

2.1 If for any reason Challenge Partners needs to cancel a QA Review that you are leading, you will be notified in the first instance by email, and then phone call if necessary.

2.2 If the QA Review is cancelled **more than two calendar weeks** in advance of the confirmed PRA date, you will **not** be entitled to claim compensation for the cancelled review. Challenge Partners will **not** pay any non-refundable accommodation or travel expenses. If the school wishes to have a QA Review at a later date, Challenge Partners will endeavour to schedule you as the Lead Reviewer on the later date, if your availability matches up with what is possible for the school.

2.3 If the QA Review is cancelled **within two calendar weeks** of the confirmed PRA date, as a Lead Reviewer you are entitled to the below compensation in accordance with the following time frame:

Days notice given for cancellation	Entitlement
14 - 8 calendar days	Reimbursement of any non-refundable accommodation or travel expenses
7 calendar days or fewer	A fixed compensation fee of £520

2.4 If the QA Review is cancelled within one calendar week of the confirmed PRA date, then no further compensation will be offered for non-refundable expenses, as the fixed fee is provided to cover these.

2.5 If the review is cancelled from 7 to 1 calendar days ahead of the PRA, Challenge Partners will seek, if possible, to redeploy the Lead Reviewer onto another review within the Lead Reviewer's usual region and phases (taking into account any other reviews the Lead Reviewer is scheduled to lead in the same week). This is only likely to be possible on a small number of occasions, but will always be the first option we explore.

If the Lead Reviewer accepts the alternative review, they will receive a full fee for the alternative work as per the Lead Reviewer payment policy, but will not receive a compensation fee. However, they will be able to claim any non-refundable pre-booked expenses associated with the original cancelled review.

If the Lead Reviewer refuses the alternative review, they will forfeit their compensation fee. However, they will be able to claim any non-refundable pre-booked expenses associated with the original cancelled review in accordance with the cancelled review expenses policy.

If Challenge Partners is unable to offer an alternative review over the same dates, they may instead ask the Lead Reviewer to undertake consultancy work at the school which cancelled the review. The consultancy will only go ahead if:

- It is not appropriate for the school in question to have a QA Review at a later date (as outlined in section 2.6);
- The school wishes to receive consultancy; and
- The Lead Reviewer and school can mutually agree on an area of focus that is of benefit to the school, on a topic that the Lead Reviewer is comfortable covering, and falls within the remit of the QA Review.

If the consultancy takes place, the Lead Reviewer will receive payment for the consultancy as per the payment policy, but will not receive the compensation fee. (If the consultancy takes place virtually then the fee received will be £520 per full day and £260 if the school wants a report).

If consultancy is not appropriate, the Lead Reviewer will be paid in accordance with the Lead Reviewer cancellation policy.

2.6 Challenge Partners will only pay a cancellation fee if Lead Reviewers have followed all agreed protocols. This includes sending introductory emails to the host school and review team, and alerting Challenge Partners if a response has not been received 10 working days before the review, from either the host school or any members of the review team.