

Challenge Partners Quality Assurance Review (QAR) school cancellation policy

Information for schools having a review

In certain circumstances, a Quality Assurance Review (QAR) may need to be cancelled either by the school or by Challenge Partners. We recognise that cancelled reviews can cause significant inconvenience to the host school and the reviewers due to attend; we therefore do all we can to avoid cancelling reviews and ask that schools do the same. This document explains the circumstances in which Challenge Partners will reschedule a cancelled QAR.

1. Cancellation by Challenge Partners

1.1 If for any reason Challenge Partners needs to cancel the review at your school, we will notify you with a phone call in the first instance, this will then be followed up with an email to confirm. We reserve the right to cancel the review of any school that has not paid its subscription fee 4 calendar weeks before the review is due to take place.

1.2 If we cancel your review for any reason other than non-payment of fees, you will be entitled to have a review scheduled at an alternative date during the partnership year. Challenge Partners will endeavour to organise this on dates convenient to you, subject to reviewer and Lead Reviewer availability.

1.3 If your review is cancelled because you have not paid your subscription fees, any decision to reschedule will be dependent on payment of fees and at our discretion.

2. Cancellation by the school

2.1 If you wish to cancel your review, you must notify Challenge Partners by calling the office on +44 (0) 20 7803 4970 and speaking with a member of the QA Review team. You must call on Monday-Friday between 9am-5pm. Please then follow this up by confirming in writing to review@challengepartners.org. For the purpose of implementing this cancellation policy, the date of receipt of this email is the date on which the cancellation shall be recorded.

2.2 If you cancel your school's review we will be unable to guarantee that we can reschedule your QA Review for a date later in the academic year.

2.3 Challenge Partners may, at their discretion, make an exception to point 2.2 and reschedule a review under exceptional circumstances. This could include:

- School emergencies where the school is closed or the majority of the SLT is unavailable
- Compassionate reasons for cancellation affecting school staff or students
- Ofsted notifies you of an inspection of your school that coincides with the date of

your planned QA Review

2.4 Please be aware that if your review is rescheduled, Challenge Partners cannot guarantee your choice of dates or full review teams as these depend on the short-notice availability of peer reviewers from other schools.

3. Force majeure

3.1 Please be advised that, should events beyond our control (e.g. the imposition of government restrictions on movement and social contact, sustained strike action or extreme weather etc.) disrupt operations, Challenge Partners may be unable to reschedule reviews as described in this policy. However, we will make all reasonable endeavours to arrange a QAR for you within the partnership year.

Information for reviewers visiting other schools

In some circumstances, a reviewer's review may be cancelled, or a reviewer may have to be taken off a review. This policy explains Challenge Partners' policy for cancelling reviewers.

1.1 If for any reason as a reviewer you are taken off a review, Challenge Partners will notify you by email in the first instance, and by phone call if we do not receive a response to our email. If the review is within the next week we will notify you with a phone call. You will need to confirm receipt of this notification with Challenge Partners as soon as possible.

1.2 Challenge Partners will endeavour to find you an alternative review on the same dates, or failing this an alternative review on another date.

1.3 Challenge Partners may be able to cover some of your non-refundable travel and accommodation expenses for cancelled reviewers. Please see the [Reviewer Cancellation Expenses Policy](#) for a full explanation of any compensation to which you may be entitled.