

Challenge Partners Network of Excellence Cancellation Policy

Full Partnership

Challenge Partners is committed to providing the best possible education to all children and believe this can be achieved through the continued commitment of our schools to their school improvement programme and/or review, local area hub and national Network of Excellence. In rare circumstances, a school which is part of the Challenge Partners Network of Excellence may ask to cancel their subscription part way through the year. While occasionally unavoidable, we do ask that schools endeavour as far as possible to honour the commitment they make to other schools and practitioners, whose experience can be compromised when, for example, a withdrawing school does not fulfill its commitment to providing QA Reviewers. Cancellations are carried out in line with the following policy, in order to minimise disruption to other schools in the hub and the wider network.

For the purposes of this cancellation policy, the “partnership year” runs from 1st September to 31st August.

For each of the different programmes, administrative work undertaken by the Central Team at Challenge Partners and to avoid disruption for other partner schools, requires a withdrawal fee of £525 plus VAT, to cover costs incurred by Challenge Partners. The same withdrawal fees apply to additional programmes. Schools withdrawing from multiple programmes at once are subject to multiple withdrawal fees. Refunds are unavailable after the point at which the programme commences at the start of the partnership year. See below the different points at which these charges occur in relation to each programme.

Quality Assurance Review

A school wishing to withdraw from the Quality Assurance Review (QA Review) must provide written notification of their withdrawal by 14th September of the partnership year. Schools withdrawing before the 14th September are eligible for a refund but subject to a withdrawal fee of £525 plus VAT for costs incurred by Challenge Partners.

From 15 September onwards of the partnership year, schools wishing to withdraw must notify us in writing as soon as possible so we can make alternative arrangements to minimise disruption to other schools. Schools cancelling during this period are not entitled to a refund, and are also subject to a £525 plus VAT withdrawal fee for incremental costs incurred by Challenge Partners.

CHALLENGE PARTNERS

To avoid inconveniencing other schools in the Network of Excellence, for schools taking part in the QA Review, we ask that withdrawing schools honour their commitment to provide QA Reviewers for any QA Reviews due to take place in the four weeks from the date they notify us of their intention to cancel.

Growing the Top

A school wishing to withdraw from Growing the Top must provide written notification of their withdrawal by 14th September of the partnership year. Schools withdrawing before the 14th September are eligible for a refund but subject to a withdrawal fee of £525 plus VAT for costs incurred by Challenge Partners.

From 15 September onwards of the partnership year, schools wishing to withdraw must notify us in writing as soon as possible so we can make alternative arrangements to minimise disruption to other schools. Schools cancelling during this period are not entitled to a refund.

From 28 days before the Growing the Top launch event onwards (or 15th September if the 28 days would be earlier than 15th September), Schools cancelling during this period are not entitled to a refund, and are subject to a £525 plus VAT withdrawal fee for incremental costs incurred by Challenge Partners.

To avoid inconveniencing other schools in the Network of Excellence, for schools taking part in Growing the Top, we ask that withdrawing schools honour their commitment to host or attend any visits due to take place in the four weeks from the date they notify us of their intention to cancel.

SEND Developmental Peer Review

A school wishing to withdraw from the SEND Developmental Peer Review must provide written notification of their withdrawal by 8th September of the partnership year. Schools withdrawing before the 8th September are eligible for a refund but subject to a withdrawal fee of £525 plus VAT for costs incurred by Challenge Partners.

From 9th September onwards of the partnership year, schools wishing to withdraw must notify us in writing as soon as possible so we can make alternative arrangements to minimise disruption to other schools. Schools cancelling during this period are not entitled to a refund.

From 28 days before the SEND Developmental Peer Review launch event onwards (or 15th September if the 28 days would be earlier than 15th September), Schools cancelling during this period are not entitled to a refund, and are subject to a £525 plus VAT withdrawal fee for costs incurred by Challenge Partners.

To avoid inconveniencing other schools in the Network of Excellence, for schools taking part in the SEND Developmental Peer Review, we ask that withdrawing schools honour their commitment to host or attend any visits due to take place in the four weeks from the date they notify us of their intention to cancel.

Changing Programmes

From 31st August, any schools wishing to switch between programmes are subject to an administration fee of £525 plus VAT, in recognition of the disruption this may cause to other partner schools and the work undertaken by the Central Team at Challenge Partners.

Please note that the same honouring of programme commitments within four weeks of notification of the desire to change programme, applies the same as outlined for each of the programmes above.

Cancellation of a multi-year deal

If a school wishes to terminate a multi-year deal at any stage of the subscription (including a small-school two year subscription) starting in 26/27 partnership year, they will be liable to pay a £525 plus VAT withdrawal fee and any additional charges in line with the programme cancellation policies above. Cancellation of a multi-year deal that commenced in 25/26 partnership year is liable to pay £500 plus VAT instead of £525 plus VAT.

Network Partnership

A Network Partner school wishing to withdraw from the Network of Excellence must provide written notification of their withdrawal by 14th September of the partnership year OR within 14 days of subscription if the school subscribes as a Network Partner on or after the 1st September. Network Partners withdrawing in these periods are subject to a £525 plus VAT withdrawal fee for costs incurred by Challenge Partners.

From 15 September onwards of the partnership year, OR within 14 days of subscription, if the school subscribes as a Network Partner on or after the 1st September, schools wishing to withdraw during this period are not entitled to a refund.

Annex: Table of Withdrawal Dates and Fees

School programmes and networks

Programme/Membership	Withdrawal fee of £525 plus VAT, the original fee is refunded	No refund	No refund and £525 plus VAT withdrawal fee
QA Review	From subscription date until 14th September	From 15th September onwards	From 15th September
Growing the Top	From subscription date until 14th September	From 15th September onwards	4 weeks (28 days) before launch event OR 15th September onwards if the 28 days would be earlier than this point
SEND Developmental Peer Review	From subscription date until 8th September	From 9th September onwards	4 weeks (28 days) before launch event OR 9th September onwards if the 28 days would be earlier than this point
Network Partnership	From subscription date until 14th September OR if the Network Partner subscribes after 1st September, within a 14 day cooling period	From 15th September onwards OR if subscribed after 1st September, from the 15th day after subscribing onward	N/A