

Policy Guidance for Quality Assuring Visits 2022-2023.

Purpose:

Existing Lead Reviewers

Quality Assurance (QA) visits take place every three years to ensure that every existing lead reviewer is performing at the level expected by Challenge Partners. The purpose is to quality assure performance, share best practice and give support where necessary. This will result in high quality, consistent practice across the lead reviewer workforce, thus benefitting all schools in the network.

New Lead Reviewers

After a new lead reviewer has successfully undertaken a shadow review, they will be eligible to lead a review which will be quality assured by a member of the Quality Assurance team. The success of both the shadow review and the quality assured review will determine whether the new lead reviewer is offered a place in the lead reviewer pool as a fully trained lead reviewer. Once this has happened, the fully trained lead reviewer can expect to be allocated reviews on mutually agreed dates and will have a QA visit every three years after joining the pool.

In every event, it is important that protocols are followed, and expectations are clear. This policy contains detailed information to ensure that all parties concerned are clear about their roles.

The role of the central team.

Before the review:

1. At the beginning of each year, note which existing lead reviewers need a QA visit and plan these accordingly, giving the lead reviewers advanced notice that they can expect a QA visit during the course of the year.
2. Agree a date for the QA visit with the lead reviewer and the Quality Assurer.
3. Three weeks before the start of the review, inform the school by email that a Quality Assurer will be attending the review and explain the purpose and process. Both the lead reviewer and the Quality Assurer should be copied into this email. This email should include a copy of the Quality Assurance visit policy
4. In the case of new lead reviewers, alert the Quality Assurer of any 'red flags' that may have been identified during a shadow review. The purpose of this is to enable the Quality Assurer to provide support to address these areas and ensure that they are not repeated.
5. In the case of existing lead reviewers, send the Quality Assurer a copy of the last QA visit report, if applicable. The purpose of this is to ensure that the Quality Assurer can follow up any previous EBIs and continue to celebrate the WWWs.
6. Send the Quality Assurer a copy of the email with the review details, school address, headteacher, reviewers' names, email addresses etc.

After the review:

1. Agree a date and time with the lead reviewer for a telephone call to discuss their experience, discuss the WWWs identified in the report and to ascertain whether they feel any further support is necessary to address the EBIs.
2. Follow up with the quality assurer, by telephone, if any concerns have been flagged.

The Role of the Quality Assurer.

Before the review:

1. Once you have received the email from the central team to the school (you are copied in), you can then email the lead reviewer to introduce yourself and explain the process. Exchange mobile numbers. Remind the lead reviewer of the importance of reading the QA Visit Policy and reiterate the purpose and protocols. Reinforce that you are there to support as well as quality assure.
2. Send the lead reviewer the report template that you will be completing during the review, to ensure complete transparency.
3. Send a courtesy email to the headteacher of the host school, thanking them for facilitating the process and explaining your role.
4. Ask the lead reviewer to mention your attendance and role in the email to the reviewers, so that they know what to expect – to reassure them that they are not being quality assured! Reiterate the purpose and protocols.
5. Offer dates and times for a pre-review telephone call to discuss any queries or logistics. This is particularly important for new lead reviewers.

During the review:

1. Put the lead reviewer at ease. Reinforce the fact that you are there to support as well as quality assure.
2. Praise and celebrate as much as possible. Share the draft report at different points during the review whenever opportunities arise.
3. Encourage the lead reviewer to make the most of the opportunity of having a very experienced lead reviewer on the review by asking questions, discussing different ways of doing things and sharing ideas and best practice.
4. Your role is to quality assure and support. You should NOT act as an additional reviewer and should NOT take part in any review activities unless it is to accompany the lead reviewer - even if one reviewer or more is missing. You should NOT be part of any decision-making.
5. Ensure that the lead reviewer demonstrates the CP protocols at all times.
6. Deal with any 'red flag' issues (see below) as a matter of urgency by speaking with the lead reviewer privately. If issues do not improve, contact the CP programme lead.

7. Find a few minutes at the end of each day to review the process together, agreeing WWWs and any EBIs to go into the QA visit report.
8. Ensure that the lead reviewer understands the importance of leaving the school in a better place.

After the review:

1. Complete the report within five working days and send it to the lead reviewer. Ask the lead reviewer to complete the 'lead reviewer comments' section and return to you. Send a PDF copy to the lead reviewer and to the central team to be held on file.
2. Should any issues ('red flags') have arisen during the QA visit, contact the CP programme lead.

The role of the lead reviewer.

Before the review:

1. Respond to the email from your Quality Assurer.
2. Exchange mobile numbers.
3. Agree on a mutually convenient time for a telephone call to touch base and break the ice.

During the review:

1. Lead the review just as you always do. You do not need to do anything different or alter your usual practice.
2. Make the most of the opportunity of having a very experienced lead reviewer with you on the review by asking questions, discussing different ways of doing things and sharing ideas and best practice.
3. Adhere to the protocols at all times.
4. Leave the school in a better place.

After the review:

1. Take part in a telephone call with a member of the central team to discuss your experience.

The role of the school:

Before the review:

1. Respond to the email sent from the central team informing you that a Quality Assurer will be attending the review. Read the QA Visit Policy and clarify any questions you may have to ensure you understand the expectations.

During the review:

1. Be prepared to offer some feedback to the Quality Assurer about the way the review is being led. All leaders are welcome to do this.

After the review:

1. You are always welcome to contact the central team to discuss any WWWs and EBIs.

Examples of 'red flags' that would indicate cause for concern to the Quality Assurer about the lead reviewer:

- o Attitude issues such as lack of engagement, insight, sensitivity.
- o Treating the review more like an inspection.
- o Not adhering to one or more of the protocols.
- o Making inappropriate/insensitive comments.
- o Punctuality issues.
- o Inappropriate dress code.
- o Not willing to listen and learn.
- o Insufficient priority given to celebration and CPD.