

## **Policy Guidance for Quality Assuring QA Review reports 2022-2023.**

### **Purpose:**

The Quality Assurance Review report is the physical documentation that any school that takes part in the QA Review is left with after the review is completed. This report, once finalised, belongs to the school and they may choose to share it with governors/trustees/staff and/or externally as well as using it as a basis for ongoing planning around school improvement.

It is of the utmost importance that the report that each school receives is of consistent high quality. To ensure this consistency within our ever growing lead reviewer pool, we have a quality assurance process for QA Review reports. This policy articulates the process for quality assuring reports once written through your work as a lead reviewer with your allocated QA Reader.

### **As a lead reviewer, we expect you to...**

- have a positive, respectful and professional relationship with your QA reader
- understand that the review is not completed until the report has been safely received and accepted by the school
- adhere strictly to the timelines. You have five working days after the last day of the review to get the report to your QA reader. There is then a further five working days to get the report to the school in PDF form
- ensure that all of your reports are meeting the report writing guidance
- ensure that the text matches the estimates and that there are no negative comments in the WWWs sections
- ensure that you never send a DRAFT version of your report to your QA reader. The first level of quality assurance lies with you. You should only send polished reports that you have checked and rechecked and are happy that they are as perfect as possible. The QA process is there to pick up any spelling, grammatical and syntactical errors, not to rewrite whole sentences. Repeated errors will not be corrected by the QA reader, so you will be asked to correct them.
- understand why QA readers occasionally have to send back unfinished or unsatisfactory reports to lead reviewers. Your QA reader is not allowed to start to QA a report that is clearly not ready for the QA process. This will undermine the system and adversely affect the consistency of QA reader practice. Please understand that the final quality of your report is your responsibility, not your QA reader's responsibility.
- be able to use Track Changes. Your QA reader will use Track Changes to quality assure your report, so expect to receive a QAed copy showing the Track Changes so that you can answer any queries or comments. Accept the changes, send the Track Changes copy back to your QA reader showing your responses. Your QA reader then stops all the tracking and mark-up and converts the final Word copy to PDF and sends it to you, reminding you to make a final check before sending it to the school. The whole purpose of using Track Changes is to ensure complete transparency between both parties and to ensure ongoing improvement with your report writing
- send the final PDF to the school - only after your QA reader has given permission. In your email to the school, do not invite any changes! There should be no surprises in the report as everything is shared during the review. Check factual accuracy during the review, particularly during the final meeting

- return the report to the QA reader in the rare event where a headteacher requests any changes. These must be actioned by the QA reader only - and changes are not always agreed. The QA reader has the final say.
- accept offers of coaching from your QA reader, particularly if you are new to Challenge Partners.
- flag any on-going issues with report writing or with your QA reader to the central team for escalation and resolution
- turn around all QAing of reports within the agreed deadlines, five working days after receiving the report from the lead reviewer. The lead reviewer has five working days after the last day of the review to get the report to you.
- complete the survey after the review and make sure that you upload the final PDF to the portal, on request
- follow the process in the below flow chart

### **As a QA Reader, we expect you to...**

- have a positive, respectful and professional relationship with the lead reviewers in your group
- ensure that all final reports are meeting the report writing guidance
- send back unfinished reports to lead reviewers, requesting polished reports only. Please do not start to QA a report that is clearly not ready for the QA process as this will undermine the system and adversely affect consistency of QA reader practice
- use Track Changes to quality assure the report. The whole purpose of using Track Changes is to ensure complete transparency between both parties and to ensure ongoing improvement with report writing. Send the copy showing the Track Changes to the lead reviewer so that they can answer any queries or comments. The lead reviewer then accepts the changes, sending the Track Changes copy back to you with responses. You then convert the Word copy to PDF and send it to the lead reviewer. Remind them to make a final check before sending to the school.
- If there are only one or two minor corrections needed, there may be no need to use Track Changes. You can send the final PDF to the lead reviewer.
- avoid commenting on or changing the report content. As a QA Reader, you are checking that the report meets the writing guidance, matches the estimates and you are correcting spelling, grammatical and syntactical errors
- avoid making changes based on your own personal preferences. Please do not replace words or phrases with your own preferred style! Remember that you were not present at the review, so avoid making any changes that may possibly affect the meaning that was agreed by all during the actual review
- help lead reviewers to improve their report writing skills with constructive and supportive comments. On occasions, you may need to coach, using examples to illustrate what you want the lead reviewer to do, particularly with new lead reviewers
- consider requests for changes to the PDF in the rare event where a headteacher requests any. These must be actioned by you only - you have the final say!

- flag any on-going issues with report writing to the central team for escalation
- turn around all QA-ing of reports within the agreed deadlines, five working days after receiving the report from the lead reviewer. The lead reviewer has five working days after the last day of the review to get the report to you.
- follow the process in the below flow chart

### Examples of relevant emails:

Dear QA Reader, please find attached my report for Happy Days Academy. I have adhered to the writing guidance and checked this report several times, so I hope any amendments may be minor and swift.

Yours,  
Lead Reviewer

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Dear Lead Reviewer, thank you for your well written report that has only needed very minor amendments, namely the date format and a couple of apostrophes. There were some glorious examples of the impact of leaders' actions, particularly in the quality of provision and outcomes section. These really brought the report to life and told the story of the school. As a result, I have not had to use Track Changes and, therefore, attach the PDF copy. As is usual practice, please check the report carefully before sending it to the school. Many thanks and I look forward to reading your next one!

Yours,  
QA Reader

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Dear Lead Reviewer, thank you for your report. On first read-through, it quickly became apparent that there were many instances where the writing did not match the writing guidance, particularly acronyms not written in full and many abbreviations. Also, although the estimates are Leading, there were very few examples of impact and more needs to be done to celebrate the exceptional practice at this school. So, I would be grateful if you could have another look and make the appropriate improvements, using the writing guidance. If I can help in any way, please do not hesitate to contact me.

Yours,  
QA Reader

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Dear headteacher, thank you again for your recent hospitality during the Challenge Partners Quality Assurance Review. I am so glad you and your leaders found the experience so valuable, as I know the reviewers did. Please find attached your final report which I am sure will be helpful to your ongoing school improvement journey.

Very best wishes,  
Lead Reviewer.

