All Directors to consider and consult colleagues to identify any staff who may be able to be involved provided timing and home institution commitments allow

Completes request form and sends to NOO

Director identifies topic for a Critical Friend Review

NOO to circulate request to other Directors

Briefs own team and ensures they are on board with this approach

Directors who may be able to support inform NOO

List of possible Critical Friends passed to Director

Potential Critical Friends have opportunity for a ‘no commitment’ conversation with requesting Director

If both parties agree to proceed Director and Critical Friend agree timescales, finalise remit and format of feedback

Director to ensure access to any resources or materials required

Visit and other activities undertaken with opportunities for clarification and queries to be resolved throughout process

Short report to Board on project and any recommendations to improve process

Director and Critical Friend to provide feedback to NOO

Final output produced with opportunity for Director and staff to seek any clarification about recommendations from the Critical Friend