

Terms and Conditions for Informal Assessments



Dyslexia & Dyscalculia

REBECCA HUGHES DYSLLEXIA SERVICES

Booking an assessment:

- Assessments can be booked by phone or email. The assessor will confirm the appointment by email. Both email and phone contact details must be provided to the assessor.
- Prior to the assessment, the assessor will request background information from you. A report cannot be completed unless this information is provided.
- It is essential that the assessee has had an eyesight check within the two years prior to assessment (adults) and within 6 months (children). Glasses must be brought to the assessment if required.
- An assessment may be cancelled by the assessee or their parent/carer prior to the appointment with no charge but we kindly request that you give **1 weeks' notice**. **After this time, a 50% admin charge will be incurred (£50).**
- The assessor may cancel the assessment i.e. due to ill health, up to 24 hours before the assessment. This will then be rearranged at the earliest possible convenience to both parties.
- There is a 14-day cooling off period where the deposit will be refunded in full if the assessment days is after 14 days.

During an assessment:

- The assessor will act with professionalism during the assessment with due care to the assessee's comfort and needs.
- The assessee is required to behave in a manner conducive to determining an accurate diagnosis. Where co-occurring needs mean that extra accommodations may be needed, this should be discussed with the assessor prior to assessment.
- Where an individual is under the age of 16 or is a vulnerable individual aged post 16, the parent/carer may choose to stay with the assessee in a room onsite.

- Where an individual under the age of 18 is left with an assessor, the parent/carer will have provided a contact phone number and will be freely available during this time.
- The assessor reserves the right to pause or postpone an assessment where an individual is becoming unduly upset by the process.

Payment terms:

- Payment of £100, along with the filled in questionnaires is due on the day of booking the assessment and then £150 is due the day before the assessment. The assessor will be unable to complete a report where full payment has not been made.
- Payment can be made by BACS.

After assessment:

- The report will be completed within 15 working days and will be supplied by email as a PDF.
- If the assessee shows signs of a visual difficulty during assessment, the assessor reserves the right to withhold an assessment report until the extent/impact of any visual difficulties has been determined.
- Minor amendments to the background information may be requested up to 30 days after a report has been received.
- Once a report has been finalised (no later than 30 days after the report has been submitted), this concludes the assessment process.

Privacy Policy:

- The assessor adheres to Data Protection Guidance and is committed to protecting the privacy of individuals. Accordingly, all personal data collected will be subject to the Privacy Policy, submitted separately.

- Following the assessment and the compilation of the final assessment report all client questionnaires, all raw data test sheets and all other personal data will be permanently deleted/destroyed.
 - Your final assessment report will be held by the assessor for **6 years** after the client's 18 birthday or for **6 years** for an adult. During this time, you will be able to ask for an electronic copy of the report. However, **we would strongly recommend that you keep a copy of your report securely**. After this time the assessor will not be able to supply you with a copy of your report.
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I agree to abide by the terms and conditions as laid out above.

Name (print):

Signature:

Date: