



## Terms and Conditions

### 1. About the Assessment

The diagnostic assessment provides a comprehensive evaluation of your child's literacy and related skills, conducted by a qualified specialist teacher and assessor.

This includes:

- Pre-assessment consultation
- Full diagnostic assessment
- Detailed written report with recommendations

All assessments follow SASC standards and are conducted ethically, in line with BDA and PATOSS/APC guidance, ensuring fairness and prioritising the child's well-being.

Parents/guardians will have the opportunity to review and agree the background information section of the report before it is finalised.

The assessment will take place either at the assessor's setting or at your child's school, if suitable arrangements can be made in advance.

### Disclaimer of Diagnostic Guarantee

Please note that, despite my professional expertise and best efforts, a specific diagnosis cannot be guaranteed in every case.

If a clear diagnostic conclusion cannot be reached and you choose not to receive a written report, **£125 of the fee will be refunded.**

### 2. Fees & Payment

- The total fee of **£545** covers the assessment, report, and related consultations.
- A **£100 deposit** is required to secure your booking. This deposit is deducted from the total fee.
- The remaining balance is due no later than **48 hours** before the scheduled assessment. Assessments will not take place without full payment.
- Payment is made via bank transfer; details will be provided upon booking.

### 3. Cancellation & Rescheduling

#### By the client:

All changes and cancellations must be notified in writing.

- **More than 14 days before** the booked assessment: deposit retained only (no further fee due).

- **7 to 14 days before** the booked assessment: 30% of the full assessment fee is payable (including the deposit already paid).
- **48 hours to 7 days before** the booked assessment: 50% of the full assessment fee is payable (including the deposit already paid).
- **Less than 48 hours before** the booked assessment: 100% of the full assessment fee is payable.

In cases of sudden illness or emergencies, the deposit is non-refundable but may be transferred to a rescheduled appointment, subject to availability. There may be a wait-time before the next available appointment.

#### **By the assessor:**

In the event that severe weather or any other emergency results in the cancellation of a session, the assessor will endeavour to give clients a minimum of 24 hours' notice and to reschedule the assessment as soon as possible.

#### **4. Confidentiality & Report Storage**

- All information is confidential and GDPR-compliant.
- Questionnaires and test materials are destroyed after the assessment.
- The assessor will securely retain the final report until your child reaches 25 years in line with professional record-keeping and safeguarding requirements. Electronic copies can be requested, and parents are encouraged to keep a secure copy.
- Reports may be shared with schools or other professionals only at the discretion of the parent/guardian

#### **5. Client Responsibilities**

- Ensure your child has had an up-to-date eye test (ideally within the past 12 months) before making an initial enquiry or booking. In some cases, based on the visual history/difficulties questionnaire, the assessor may request an updated test before the assessment can proceed.
- Provide accurate background information and complete pre-assessment forms to ensure the assessment runs smoothly and as scheduled.
- All pre-assessment information must be provided at least 3 weeks before the scheduled assessment. This information determines which tests are used during the assessment.
- Provide consent for the assessor to use relevant school-provided information in the report.
- Provide current contact details and disclose any safeguarding concerns or co-occurring needs requiring accommodations.
- Bring glasses or colour overlays used as the child's 'normal way of working'.
- Consent is required from all individuals with legal parental responsibility, regardless of who is paying for the assessment (see questionnaires). The assessment cannot proceed without this consent.

## **6. Assessor Responsibilities**

- Maintain an enhanced DBS and up-to-date safeguarding training (evidence available on request).
- Provide a safe, positive, and supportive environment for the assessment.
- Welcome the child, explain the process clearly, and help them feel at ease throughout.
- Offer breaks during the assessment as needed to support the child's well-being.
- All assessments are conducted ethically, impartially, and in accordance with professional guidelines to ensure fairness and reliability.
- Feedback initial findings to the parent/carer within 72 hours.
- Write reports in line with SASC reporting requirements, ensuring clarity and accuracy.

## **7. Assessment Day**

- Ensure your child has eaten breakfast before the assessment.
- Drop off your child at the scheduled time.
- Provide your child with drink, snacks/lunch – as agreed with the assessor.
- The assessment will take approximately 2.5-3 hours, depending on the child's pace and need for breaks.
- A contact number will be taken, and you will be messaged 30 minutes before the end of the session for collection.
- Parents should remain contactable during the assessment in case of any issues.

## **8. Acceptance of Terms**

By booking and paying the deposit, you confirm that you have read and agree to these Terms and Conditions.

## **9. Complaints**

Please contact me in the first instance with any questions or complaints you may have.

Mobile: 07764760429

Email: sarah@dyslexicminds.co.uk

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<sup>1</sup> There is a 14-day cooling off period, after which time the deposit is non-refundable. If the assessment takes place within 14 days of booking, the cooling off period does not apply once the work has taken place.