

Terms and Conditions for Learning Assessments

Booking a Learning assessment:

- Learning assessments can be booked by phone or email and by completing the booking form. The assessor will confirm the appointment by email. Both email and phone contact details must be provided to the assessor.
- Before the assessment, the assessor will request background information from the parent/carer and the school. A report cannot be completed unless this information is provided.
- The assessee must have had an eyesight check within the last two years before the assessment. If not, please ensure that you have a sight test completed and share the results before the assessment. Glasses must be brought to the assessment if required.
- A learning 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 48 hours notice. In the case of ill health, no later than 8 am on the assessment day. This will then be rearranged at the earliest possible convenience for both parties.
- The assessor may cancel the assessment up to 24 hours before due to ill health. This will then be rearranged at the earliest possible convenience for both parties.

During an assessment:

- The assessor will act professionally during the assessment and with due care to the assessee's comfort and needs.
- The assessee must behave in a manner conducive to determining an accurate analysis of their learning needs. Where co-occurring needs mean

that extra accommodations may be needed, this should be discussed with the assessor before assessment.

- Where an individual is under 16 or is a vulnerable individual aged post-16, the parent/carer may choose to stay onsite. They cannot remain in the assessment room with the individual being assessed since this may cause distraction and compromise test confidentiality.
- 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.
- The assessor is in receipt of a clear Enhanced DBS certificate (001664054585) and is registered with the DBS Update Service.

Payment terms:

- Payment of £450 is due in full before the day of an assessment. The assessor cannot complete a report where full payment has not been made.
- Payment can be made by BACS transfer. Cheque deposits incur a banking cost. If this is the preferred payment method, it will be passed onto the client (0.7% of the deposit amount). Cheques must be cleared before a report is released.
- Travel to an assessment on public transport is charged directly to the client. Motor travel is charged using HMRC mileage allowance for 2025/26 (45p per mile).

After assessment:

- The report will be completed within **15 working days** and supplied by email as a password protected PDF. Please be advised that you should download and securely store this document for future use.
- If the assessee shows signs of a visual difficulty during the 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 receiving a report.
- Once a report has been finalised (no later than 30 days after the report has been submitted), the assessment process concludes.

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, raw data test sheets and all other personal data will be scanned and securely stored on Sync.com. All paper copies will be permanently deleted/destroyed.
- Your final report will be held by the assessor for **6 years** after the client's 18 birthday or **6 years** for an adult. You can ask for an electronic copy of the report during this time. However, **we strongly recommend keeping a copy of your report securely**. After this time, the assessor cannot supply you with a copy of your report.