

ACT4SEND Terms and Conditions

Last updated [5th August 2022]

Terms and Conditions for Diagnostic Assessments

Booking a Diagnostic assessment:

- Diagnostic assessments can be booked by returning a completed referral form and visual difficulties questionnaire. 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.
- A non-refundable £80 deposit will be taken at the time of booking to secure your date and time and cover the cost of background information meetings. Payable via BACS (details below).
- This deposit will be deducted from the total amount payable.
- If it is agreed after the background information meetings to NOT go ahead with the assessment, there will be no further charges.
- It is essential that the assessee has had an eyesight check within the two years prior to assessment. Glasses must be brought to the assessment if required. An additional colourimetry assessment may also be required.
- A diagnostic assessment may be cancelled by the assessee or their parent/carer prior to the appointment with no charge, if more than 24 hours' notice is given.
- The assessor may cancel the assessment i.e. due to ill health. This will then be rearranged at the earliest possible convenience to both parties.

Additional charges may be applied:

- If the assessment does not take place on the agreed date and less than 24 hours' notice is given.
- If an additional assessment session is required because the assessment is not completed on the agreed date.
- If additional support and advice is required after the report has been issued.

ACT4SEND

Director: Sue Willis

Registered in England no. 11394081

Registered address: 3 Barnard Close, Yatton BS49 4HZ

ICO registration number: ZA424620





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.
- The assessor reserves the right to pause or postpone an assessment where an individual is becoming unduly upset by the process.

Payment terms:

Dyslexia Assessment OR Dyscalculia Assessment

- Payment of £420 (£340 after a £80 deposit has been paid) is due before the assessment. The assessor will be unable to complete a report where full payment has not been made.

Dyslexia Assessment AND Dyscalculia Assessment

- Payment of £630 (£550 after a £80 deposit has been paid) is before the assessment. The assessor will be unable to complete a report where full payment has not been made.

Payment details:

- Payment can be made via BACS.

Bank Name	Lloyds Bank
Sort Code	ACT4SEND LTD
Account number	30-99-38
	63722568

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After assessment:

- The report will be completed within 15 working (school) days of the final assessment date and will be supplied via email. If a paper copy is required, additional charges may apply. This will be written to the required standard and adhere to the guidelines outlined by The SpLD Assessment Standards Committee (SASC).
- 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.

I agree to abide by the terms and conditions as laid out above.

Student's name:

School / college:

Parent / carer name (print):

Signature:

Date:

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