**Terms and Conditions for Diagnostic Assessments**

**Booking a Diagnostic assessment:**

* Diagnostic 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.
* A £100 deposit will be taken at the time of booking to secure your date and time. This deposit will be deducted from the total amount payable at least 10 days before the assessment.
* Prior to the assessment, the assessor will request background information from you and the school which is collected by questionnaires.  A report cannot be completed unless this information is provided.
* Background information is an essential part of the diagnostic process and additional information may be sought if needed.
* It is essential that the assessee has had an eyesight check within 6 months. Glasses must be brought to the assessment if required.
* Cancellation charges are as follows:
  + Cancellation/reschedule within 14 days of a booked session – 50% of fee;
  + Cancellation/reschedule within 5 working days of a booked session – 100% of fee;
* Cancellations should be advised by email to [taylormadedyslexiasolutions@hotmail.com](mailto:taylormadedyslexiasolutions@hotmail.com) and by telephone 07752079347.
* The assessor may cancel the assessment i.e. due to ill health, severe weather or other emergency up or other unforeseen reasons, including concerns that there are reputational risks to TaylorMade Dyslexia Solutions.  This will then be rearranged at the earliest possible convenience to both parties.
* Please ensure an up to date contact number has been provided.

**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 needs to stay onsite or nearby but not in the same room.
* The assessor reserves the right to pause or postpone an assessment where an individual is becoming unduly upset by the process.

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**Payment terms:**

* Payment of £495 (or £395 where a deposit has been left) is due in full 10 days before the day of an assessment.  The assessor will be unable to complete the assessment where full payment has not been made.  The assessment date cannot be held if payment is not received 10 days prior to the assessment date.
* Payment can be made by BACS or cash.

**After assessment:**

* The report will be completed within 4 weeks and will be supplied via tracked post.  This will be written to the required standard and adhere to the guidelines outlined by The SpLD Assessment Standards Committee (SASC).
* 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.

**Code of Ethics:**

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Jennifer Taylor is a member of the [British Dyslexia Assocation (BDA)](https://www.bdadyslexia.org.uk/about/complaints-policy) and the [Professional Association of Students with Specific Learning Difficulties (PATOSS)](https://www.patoss-dyslexia.org/complaints-procedure) and abides by their codes of ethics.  Please see their complaints procedures.

**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. 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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**General terms:**

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* TaylorMade Dyslexia Solutions reserves the right to update or amend the terms and conditions at any time.

Please sign to say that you agree to the above terms and conditions.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**