



**INCLUSIVE
FOX
EDUCATION**

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Terms and Conditions

Diagnostic Assessments

What is the procedure for booking a diagnostic assessment?

- A request for an assessment can be made via the contact form on the website www.inclusivefox.com, by telephone or by email.
- The client will be advised of the next available dates so that a provisional booking can be made.
- A provisional booking must be confirmed within 7 days, thereafter the booking will be offered to another client.
- To confirm the booking, the client agrees to pay a deposit of £50 which becomes non-refundable after 14 days. This can be paid in cash or via Bank Transfer. The deposit is subsequently deducted from the remaining balance for the assessment.
- As part of the booking procedure, personal details such as the clients name, address and telephone number etc. will be required, which will be stored in line with GDPR (General Data Protection Regulations) and the terms set by the British Dyslexia Association. For more information, please see our Privacy Policy document.
- Once the booking has been confirmed, the assessor will provide the client with questionnaires for both the educational setting and client to complete via email. This information is highly beneficial and should be returned as soon as possible and at the latest 2 weeks prior to the assessment taking place.

Who will complete the assessment?

- Louise Hughes, a qualified assessor and specialist teacher, will carry out the diagnostic assessments.
- Louise Hughes is a qualified assessor and specialist teacher holding an approved qualification and a current Specific Learning Difficulties (SpLD) Level 7 Assessment Practising Certificate.
- Louise Hughes is an Associate Member of the British Dyslexia Association (AMBDA).
- Louise Hughes holds an SpLD Assessment Practising Certificate (APC) with the British Dyslexia Association.
- Louise Hughes holds an Enhanced Disclosure and Barring Services (DBS) certificate.

What are the arrangements for carrying out the assessment?

- Assessments will take place at the assessor's property, unless otherwise agreed with the client, in a quiet and well-ventilated room.
- The assessor will work with the learner for the duration of the assessment. A parent or guardian may not be present but may be within hearing distance if requested. The property has off-road parking, and the parent/ guardian can remain here in their vehicle during the assessment at their preference.
- Assessments can take up to 3 hours. This usually takes place in one session but can be split across two (at no extra cost). Upon booking an assessment, an additional date/time will be reserved to ensure the full assessment can be completed within a maximum of one month.
- The assessment may be recorded digitally by the assessor for the purpose of quality assurance. Any recordings will be permanently deleted upon completion of the written report (see below).

What happens after the assessment is completed?

- A report will be written within 3 weeks of the assessment. This report will be sent to the client, via email, and a time may be arranged for the client to meet with the assessor to discuss the report (at the client's request).
- The report will be sent in PDF format and will be password protected. The password will be shared with the client separately.
- A paper copy of the report can be provided for the client at an additional administration cost of £25.

How much will this assessment package cost?

- The total cost of the assessment package will be £425 (inclusive of the £50 deposit). This must be paid in full on the day of or prior to the date of assessment, as agreed with the assessor. This may be paid in cash or by Bank Transfer.

What happens if the assessment needs to be cancelled?

- The client has 14 days cooling off period from the confirmation of booking to cancel their booking, should the assessment not have already taken place. Within this time, the £50 deposit will be returned. For bookings cancelled after this period, the deposit becomes non-refundable.
- Any cancellations, on the client's request, following this 14-day period should be communicated with the assessor via email or telephone no less than 10 days before the assessment is due to take place. Cancellations outside of this period will be charged at the following rates:
 - Cancellation within 24 hours (including where the client does not notify the assessor or does not attend the appointment), 100% of the full fee will be charged.
 - Cancellation within 48 hours, 50% of the full fee will be charged.
 - Cancellation within 10 days, 30% of the full fee will be charged.
- There may be unavoidable reasons for the assessor to cancel or reschedule the assessment. The assessor will contact you as soon as possible. You will not be charged, and the assessment will be rescheduled for the next available date.

Please note that by making a booking, it is understood that these terms and conditions have been read and agreed. Inclusive Fox Education also reserves the right to alter these terms and conditions where necessary.