

Rebecca Edmonds Dyslexia Services

Terms and Conditions

Assessments are conducted in accordance with current professional standards and guidance from relevant organisations. These Terms and Conditions apply to all assessments, screenings, or tuition provided by the assessor (Rebecca Edmonds). By booking a service, the parent, carer, young person, or school becomes the client and agrees to the following:

Client Responsibilities

The client is responsible for ensuring that:

- All background information provided through questionnaires, emails, and conversations is accurate.
- All existing diagnoses are shared with the assessor prior to the assessment. Failure to disclose diagnoses, EHCPs, IEPs, exam access arrangements, educational psychology reports, or similar documentation may invalidate the findings of the assessment.

Pre-Assessment Requirements

- Questionnaires will be sent to both home and school settings. These must be completed and returned at least 7 days before the assessment date.
- Information provided in these questionnaires may be included in the final report unless a written request is made to exclude specific details.
- For students in Year 9 and above, any completed Form 8s detailing current exam access arrangements must be provided. The school is solely responsible for assessing and implementing exam access arrangements; this does not fall within the remit of the assessor. Diagnostic reports cannot be used as evidence for exam access arrangements.

Assessment Outcomes

- A diagnosis of dyslexia will only be provided where the evidence clearly supports this conclusion.
- Where diagnostic criteria are not met, the report will still include detailed findings and

tailored recommendations.

Report Process

- The report will be sent to parents/carers within 4 weeks of the assessment.
- Results and score sheets obtained during the assessment remain the property of Rebecca Edmonds and will be disposed of once the client confirms they are satisfied with the report.
- In some cases, artificial intelligence (AI) may be used as a supporting tool, for example to simplify technical language. If AI is used, no identifiable information will be entered into any platform.
- Reports are stored by the assessor in paper and/or electronic form. It is the client's responsibility to keep a secure copy.

Liability for Reports

The assessor will always endeavour to retain a copy of each report. However, technical issues, file corruption, or device failures may result in loss of information. The assessor accepts no responsibility for lost, damaged, corrupted, or inaccessible reports, whether stored electronically or physically. Clients are responsible for securely storing and backing up their own copies once issued. No compensation, replacement, or refund will be provided in the event of loss or inaccessibility.

Sharing the Report

- The final report is provided for the client's use and is their responsibility to share with professionals who have a legitimate reason to access it (e.g., school staff, SENCOs, educational psychologists).
- Reports will not be shared with third parties by the assessor unless written consent is provided.
- The person booking the assessment is responsible for sharing findings with all individuals who hold parental responsibility. By booking the assessment, the client confirms that all parties with parental responsibility agree to the assessment taking place.

Cancellations

- **48-hour cancellations:** Cancellations made within 48 hours of the assessment date are non-refundable.

- **Cancellations within 7 days:** Cancellations made within 7 days of the assessment date cannot be refunded but may be rebooked once at a mutually convenient time.
- **Cancellations over 7 days:** Cancellations made more than 7 days before the assessment date may be rebooked, but the deposit will not be returned.
- **Non-refundable deposit:** All deposits are non-refundable under any circumstances.
- **Missed appointments:** Missed appointments without prior notice are treated as cancellations within 48 hours and are non-refundable.
- **Rebooking conditions:** Rebooked sessions must take place within a reasonable timeframe and are subject to availability.

The assessor reserves the right to cancel or postpone an assessment before or during the session if illness, fatigue, or any other circumstance arises that may affect the validity of the results. A suitable alternative may be offered, or in exceptional circumstances, the assessment may be cancelled without refund.

Data Protection

All personal data is handled in accordance with UK GDPR. For full details, please refer to the Privacy Notice.

In accordance with ICO requirements and professional standards, parents and guardians are not permitted to access, reproduce, distribute, or request links to dyslexia assessment test papers or the professionals involved in their development. All assessment outcomes, including standardised scores, qualitative observations, and diagnostic interpretations, will be provided solely within the formal assessment report.

Score sheets generated during the assessment will be retained until the client confirms they are satisfied with the report, after which they will be shredded. The confidential report will be kept for up to 6 years after the assessment, or 6 years after the individual turns 18.

The report remains the property of the named individual. It must not be altered, edited, or partially reproduced without written permission from the assessor.

ICO Complaints Procedure

If you have concerns about the way your personal data has been handled, you should raise these concerns with the assessor in the first instance so that the matter can be reviewed and addressed promptly. If you remain dissatisfied after the assessor has responded, you have the right to escalate your concern to the Information Commissioner's Office (ICO).

The ICO is the UK's independent authority responsible for upholding information rights.

Complaints can be submitted through the ICO's official channels. The assessor has no influence over the ICO's processes or outcomes and accepts no responsibility for decisions made by the ICO or any actions taken as a result of their investigation.

Use of Artificial Intelligence (AI)

The content of any report must not be submitted to, processed by, summarised by, or otherwise altered using artificial intelligence (AI) platforms or automated systems. Any modification, reinterpretation, or summary generated by AI is unauthorised and does not represent the assessor's professional opinion. The assessor accepts no liability for errors, misinterpretations, or alterations arising from the use of AI tools by clients or third parties.

Applications for Disabled Students' Allowance (DSA)

The assessor prepares all assessment reports in good faith, using professional judgement and the information available at the time of assessment. The assessor's role is limited to providing an independent evaluation of the learner's profile. The assessor does not hold responsibility for decisions made by external bodies, including Disabled Students' Allowance (DSA) funding providers or any organisation determining eligibility, entitlement, or support packages.

All decisions relating to DSA applications, funding outcomes, and the approval or rejection of recommendations rest solely with the relevant external authority. The assessor accepts no liability for any outcome, delay, alteration, or refusal arising from DSA processes, nor for any interpretation of the report made by third-party decision-makers.