

Terms and Conditions- Rebecca Edmonds Dyslexia Services

Assessments are conducted in accordance with current professional standards and guidance from relevant organizations.

The terms and conditions apply to all assessments, screening 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:

The client is responsible for ensuring that:

All background information conducted through questionnaires and/or emails and conversations is accurate.

All existing diagnoses are shared with the assessor before the assessment. Failure to share any diagnoses, EHCPs, IEPs, exam access arrangements, educational psychology reports or similar may invalidate the findings of an 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 you request in writing that specific details be excluded.
- **For students in Year 9 and above**, please provide any completed Form 8s that detail current exam access arrangements. Please note that it is the responsibility of the school to assess and implement exam access arrangements; this does not fall within the remit of the assessor. **The diagnostic report 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.
- In cases where the 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.
- The results and score sheets obtained during the assessment will remain the property of Rebecca Edmonds. **They will be disposed of once an email has been sent to confirm the recipient is happy with the report.**
- In some cases, the report written may have used artificial intelligence (AI) as a supporting tool. An example of this may be to simplify technical language for the recipients. If AI has been used, no identifiable features will be included on the platform.
- Reports are kept by the assessor in paper and/or electronic form. It is the client's responsibility to keep a secure copy.
- Liability for reports — I will always do my best to keep a copy of each report. However, technical issues, file corruption, or device failures can occasionally lead to loss of information. I take no responsibility for lost, damaged, corrupted, or inaccessible reports, whether stored electronically or physically, including situations where files are saved on my laptop, personal devices, or external storage. Clients are responsible for securely storing and backing up their own copies of all reports 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 your use and is your responsibility to share with any professionals (e.g. school staff, SENCOs, educational psychologists) who have a genuine reason to access it.
- Reports are not shared, by myself, with third parties unless written consent is given.

It is the responsibility of the person booking the full diagnostic assessment to share any findings with those who have parental responsibility. By booking the assessment, you have confirmed that all with parental responsibility are in agreement with the assessment taking place.

Cancellation

- 48-hour cancellations — Cancellations made within 48 hours of the assessment date will result in the full payment being retained, and no refund will be issued.
- Cancellations within 7 days — Cancellations made within 7 days of the assessment date

cannot be refunded, but the session 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 of the assessment date and are therefore 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 if illness, fatigue or any other circumstances occurs which is likely to affect the assessment results. In this case, a suitable alternative may be found or in exceptional circumstances, the assessment will be cancelled and no refund issued.

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 data protection requirements and in line with professional standards, parents and guardians are not permitted to access, reproduce, distribute, or request links to any dyslexia assessment test papers or to 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.

The score sheets generated throughout the assessment will be kept until the person booking the form confirms they are happy with the contents of the report, after that they will be shredded. The confidential report will be kept up to 6 years after the assessment or 6 years after the individual turns 18.

The report will be issued to the agreed parties, it remains the property of the named individual. It must not be altered, edited or partially reproduced without written permission by the assessor.