



Terms and Conditions

I hope that my service will be experienced positively, providing wherever possible, answers to questions and suggestions on how to move forward. Although my contract will be with the parents or carers of the child or young person, the focus of the overall process is always on that child or young person and it is this person's interests that will be put first.

As the Educational Psychologist, I will:

- a) Arrange an assessment or consultation for the child/young person that is relevant to the reason for referral and within my area of expertise.
- b) In order to obtain a balanced picture it is helpful to have background information from home, school, and other professionals—therefore, I will request completion of suitable questionnaires covering background information and provision of information from relevant professionals relating to the reason for referral where appropriate. However, no contact will be made with others without prior permission from parents.
- c) Ensure that when a child/young person is individually assessed, their parents will receive provisional, verbal feedback from me immediately after the assessment session.
- d) Provide a report approximately two weeks after the assessment. Individual assessments may highlight the child's cognitive strengths and weaknesses, offer advice on appropriate learning and coping strategies, and give information on sources of appropriate teaching, advice and support where relevant. Where appropriate, reports will be circulated to both parents and to professionals involved in the education of the child as agreed, in advance, with the parents.
- e) Arrange for assessments to be performed in a suitable assessment room.
- f) Some assessments may be subject to a travel charge. This is for school and home consultations outside an hour of travel from my place of work. This will be included in the initial fee.
- g) Attend to any queries about reports as quickly as possible.
- h) Apply my professional codes of conduct and ethics at all times when engaging with my clients.
- i) Monitor and maintain acceptable standards of quality.

I reserve the right to terminate, or not to accept, a referral, or not to circulate a report, if:

- a) The referral appears to be outside my area of expertise.
- b) There is an apparent conflict of interest between relevant parties involved.
- c) Any relevant parties are in, or intend to be in, dispute.
- d) My status could be compromised if there are current legal or tribunal proceedings that may be affected by my involvement.
- e) I cannot provide the report in the time required.
- f) The fee has not been paid at the required time.
- g) The assessment is for tribunal, medical or legal purposes.
- h) The parents of the child/young person being assessed fail to comply with any of the conditions stated above in this document where such failure could compromise the validity of the assessment.

In the case of termination or non-acceptance of a referral or non-circulation of a report, under sub-clauses a, b, c, d, e, f, g, and h. above, and if a fee has already been received, the administrative and assessment fees shall be returned to the client and only the dues for services provided up to termination will be kept by me.



The parents of the child being assessed will:

- a) Where applicable, agree with me, in advance of the assessment, the reason for referral and give their agreement to proceed with the assessment.
- b) Complete and return relevant questionnaires, or other pertinent information, when requested to do so.
- c) Confirm with me if any confidential information given verbally or through relevant questionnaires should not be divulged in the report.
- d) Inform me if the child has received any assessment in the past as it may have a bearing on the assessment to be performed.
- e) Use reports for the sole purpose of attending to the needs of the child being assessed.
- f) **Pay fees when requested to do so by me; usually on or before the day of the assessment. Agree to pay the full fee for appointments missed or cancelled without notification or prior warning or good cause. The fee of £300 is due if the appointment is cancelled within 30 days of the arranged date. Rescheduled appointments are not subject to this charge, but Julia must be telephoned by 08:00 on the day of the appointment to give notification of illness or other unforeseen reasons for postponement.**
- g) Agree to all of the above terms and conditions.

The client being assessed will:

- a) Be punctual for the assessment. If a client is running late, I need to be informed. Waiting charges will be part of the cost of a delayed session.
- b) Inform me prior to the assessment of any personal, health or other factors that may influence the assessment to be performed.
- c) Bring with them any hearing aids and prescription spectacles/coloured overlays if it is the child's normal way of working.
- d) Agree to all of the above terms and conditions.

Professionals, other than the parents of the child, will:

- a) Complete and return relevant questionnaires, or other pertinent information, when requested to do so.
- b) Use reports for the sole purpose of attending to the needs of the child being assessed.
- c) Respect the confidential status of reports and conform to the regulations of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).
- d) Agree with the parents of the child being assessed, in advance of the assessment, the reason for referral to me and obtain their agreement to proceed with the assessment.
- e) Agree with the parents of the child being assessed, in advance of my involvement and the arrangements for distribution of reports. The report will not be circulated to other parties without the parents' consent.
- f) Agree to all of the above terms and conditions.



The confidentiality of the child or young person involved in my assessment is of paramount importance to me.

When you, the parents or carers, enter into a contract with me for the assessment of your child, I collect personal details on you, and your child that are necessary to fulfil my contract with the parents or carers of that child. All of the personal data that I collect will be sourced from the parents/carers and the child involved in the assessment, and where appropriate from those involved in the child's education and health.

I will only ever use your details in the execution of your contract with me. I hold that information in both electronic and paper form in accordance with these Terms and Conditions and the General Data Protection Regulation (GDPR). I do hold your details in a database, but it will not be used for any other purpose but the execution of this contract or future contracts with you.

I will only share your details or that of your child with another person if they are involved in your child's care and you have authorised me to share these details with them. I recommend that parents/carers share my report on your child with your child's school but I will not do so without prior permission from parents or carers.

In exceptional circumstances a Court of Law may require me to disclose information to them, in which case I cannot refuse to cooperate in accordance to my Professional Association of the British Psychological Society.

You have the right to access your personal data and that of your child that I hold and to verify that this data is only used as described in my Terms and Conditions. The parents/carers will be shown all of the personal data that I hold on them and their child as part of the assessment, teaching and evaluation services I provide. However, if more details or additional copies of the information held are required, I may need to raise a charge to cover cost of production and distribution.

You may request for your or your child's personal data to be corrected if it is inaccurate but where the information is my professional opinion, this request may be refused.

Should you request access or change to your own or your child's personal data, I will respond within one calendar month of receiving the request.

Report and Record Storage

I will undertake to hold a copy of any assessment report or teaching record on file for a minimum period of seven years, after which time it may be destroyed. Recipients of reports may, therefore, find it helpful to keep a copy of the assessment report, or any reports on teaching progress, in a secure place. You can request that I erase some details of your family's physical or electronic data, but in line with the British Psychological Society, I do have to keep information about the service I provided for a minimum of seven years.

All of your personal data is stored securely—physical papers are held in a secure filing system and electronic data is held on secure encrypted storage.

Emails are non-secure ways of transferring information, although they are now the first choice of communicating. If you do not wish to be contacted by email, please let me know and we will find an alternative form of communication.