

MKDDA Terms and Conditions

After initial contact a date will be agreed to conduct the assessment. You will be sent a confirmation email with these terms and conditions and details to make a deposit to secure the session.

The date will only be secured once the deposit is paid.

You will receive a background questionnaire and a school questionnaire for the SENCO to complete. This will need to be returned minimum one week prior to the assessment along with any other professional reports. (eg. OT, EHCP etc)

It is important that vision and any visual difficulties have been checked prior to an assessment or this could cause delays to the assessment taking place. Please ensure an eye test has been done in the last 6 months.

Face to face Assessment

I work in and around SW London. If an assessment is requested further an extra cost for travel and time may be applicable. It is best if the assessment takes place in a setting familiar to the learner to ensure they are at ease. This usually takes place at the learners' school if the school gives permission and they have space available. This will be discussed during the initial consultation and it is the parent/carer that is responsible to provide contact details for the learners educational setting as well as making an initial request to conduct the assessment at the learners school. This must be confirmed ASAP and preferably within a week of our initial discussion.

Secure the assessment date/time

In order to secure a booking, a deposit of £75.00 is requested. This will be used to secure the date and to cover expenditures. This deposit is non-refundable in the event of cancellation. An invoice will be provided, including the deposit and the balance of the assessment fee. The balance should be paid no later than one week prior to assessment. Failure to do so could result in loss of deposit and cancellation of the assessment.

Cancellation policy

Cancellation by the client:

All changes and cancellations **must** be notified in writing to marlo@mkdda.co.uk

Cancellation charges will be applied as follows:

Cancellation/reschedule within **14 days** of a booked session = 50% of fee. Deposit non refundable

Cancellation/reschedule within **48 hours** of a booked session = 100% of fee. Deposit non refundable

Cancellation by Assessor

In the event that severe weather or any other emergency results in the cancellation of a session, Marlo will endeavour to give clients a minimum of 24 hours' notice

and to reschedule the assessment. Please ensure you have provided up to date contact details (email and phone number) that are checked regularly.

After the face to face assessment

Please allow 2-3 weeks for a full written report and to discuss any questions or concerns that may arise.

Occasionally an assessment profile can be unclear and there may not be sufficient information to make an identification of a specific learning difficulty. (dyslexia/dyscalculia) In these instances a full report is still supplied and will include recommendations to support challenging areas that have been identified. Referrals to other professionals such as Psychologists, Speech and Language Therapists or Occupational Therapists may be included if there are indicators present of other learning differences that I am not qualified to diagnose such as ADHD, ASD to name a few.