

Terms of Reference

Potential Plus UK's Information and Advice Service exists to give information, advice and guidance to parents and carers of children up to the age of 18 years with high learning potential (including those with dual or multiple exceptionality), with the purpose of helping them to make decisions based on the individual needs of their child. We work to ensure that dependency on the service is not created, but instead to empower parents and carers to become their own best advocates for the needs of their children.

We do this through:

- The information on Potential Plus UK's website
 - This is designed to give parents and carers information and signposting about meeting the needs of children with high learning potential.
- The amazing.children@potentialplusuk.org email service
 - The email service provides initial information and signposting about the needs of children with high learning potential.
- The Advice Service
 - The fact and advice sheets
 - These are on a variety of topics covering the characteristics of children with high learning potential, their needs, supporting them in particular academic areas, working with schools, various aspects of education, supporting their social and emotional needs and developing skills.
 - The web chat service
 - The free web chat service provides information and signposting about the needs of children with high learning potential; it is operated by trained volunteers and open at specific times.
 - The telephone advice service
 - This consists of 30-minute scheduled telephone appointments with parents and carers to discuss a child with high learning potential and anything to do with their education, parenting them and supporting social and emotional concerns. For this service there is a dedicated telephone line for families to call (by appointment).
 - These calls are available for those with parental responsibility, legal guardianship and special guardianship. Where this is not the case, written permission must be provided in advance of booking.
 - These calls are available for both member and non-member

families.

- Our advisors are unable to act as advocates either in person, online or over the telephone.
- On occasion we may recognise that the circumstances of a service user require a more structured approach and we work with the service user to address this.
- The School Member telephone advice service
 - This consists of 30-minute scheduled telephone appointments with staff in member schools to discuss the profile of individual children registered at the member school. There is a dedicated telephone line for member school staff to call (by appointment).
 - Advice related to school-wide, high learning potential policy and practice may be available by arrangement with a Potential Plus UK Trustee.
- The Parent Matters webinars-on-demand are online courses on a variety of topics to help parents and carers support the needs of their child with high learning potential.
- Parent Matters live workshops are delivered at Potential Plus UK events, via Zoom and can be arranged in schools.
- The Assessment Service
 - We offer the Potential Spotter parent/carer online tool and a family report for two High Learning Potential Assessments (Plus and Essentials) and the Early Years Assessment of Potential. The school advice pack, the individualised sensory profile, the handwriting profile, the emotional and social profile and the acceleration evaluation are optional extras.
 - We offer a follow up consultation for parents following the receipt of the family report for both High Learning Potential assessments and the Early Years Assessment of Potential. This call must be taken up within 6 months of the assessment date.
 - With reference to the school advice pack, we produce a written report for the school and speak to the child's school about their assessment and their school report recommendations. This call must be taken up within 6 months of the assessment date.
 - Outside of the above school calls, our assessors are unable to act as advocates either in person, online or over the telephone.

Potential Plus UK's Information and Advice Service for Parents and Carers of Young People with High Learning Potential



Clarification of Terms

Advice: Advice is when information is used to outline general advantages and disadvantages of courses of different actions, based on the facts.

Advocate: A person that puts a case on someone else's behalf.

Guidance: Guidance is more in-depth and takes into account the current situation of the parent and child concerned to provide them with possible solutions they can take action on. Information and advice are used to help the parent/carer to find solutions to their concerns or to understand the choices available to them and how best to proceed.

Information: Information includes factual data, both qualitative and quantitative; knowledge gained from factual books, study and research; and evidence-based best practice. For enquirers to Potential Plus UK this could include details of school websites, Ofsted reports, educational practice reviews, educational policy from the Department for Education. It could include signposting to other services, either from Potential Plus UK or from other organisations.