

Potential Plus UK's HLP Plus and Early Years Assessment Service Terms and Conditions



1. You have booked an educational assessment with Potential Plus UK assessors. This assessment will help you to understand the learning profile of your child, whatever their level of ability.
 - a. For the Early Years Assessment:
 - i. Your child must be between 3 and 4 ½ years of age.
 - ii. There is no option for a School Advice Pack for this age range.
 - b. For the HLP Plus Assessment:
 - i. Your child must be at least 5 years old and younger than 18 years of age, and must have started Reception (unless home educated).
 - c. For both the Early Years and the HLP Plus Assessment:
 - i. Your child must be fluent in English.
2. The assessment will provide information from the results, background information and observations that will be used to make recommendations about the future education and support for your child.
3. Our assessors are not qualified to diagnose disorders, but they will raise any concerns or need for further investigation to ensure your child's learning profile is fully supported.
4. The personal information about your child and your family will be looked after in accordance with Potential Plus UK's data protection policy that adheres to the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR). Information will be stored securely and will only be seen by members of Potential Plus UK's assessment team. Information about you and your child will not be shared with outside agencies unless explicit permission is given by you.
5. Please read carefully the booking confirmation email and linked documents before you come for the assessment. Complete the questionnaires and ask the school to complete the school questionnaire (if applicable) and return these to us at least 10 days before the assessment. We will not accept the school questionnaire or any additional information after the assessment has taken place.
6. A preliminary, brief feedback will be given to you usually on the day to outline your child's most important scores. The assessor will use this opportunity to advise about any beneficial add-on assessments, including the School Advice Pack (this does not include our Handwriting Profile, as this test must be carried out on the day of your child's assessment).
7. As part of the service, we include one 45-minute follow-up telephone/online consultation with the assessor once the report has been received. This should be booked as soon as possible and must be taken within 6 months of the assessment date. Following the telephone consultation, further minor queries can be emailed to the assessor.

POTENTIAL PLUS UK

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Potential Plus UK is the operating name of the National Association of Gifted Children

For further in-depth advice (that goes beyond a small query) relevant to the assessment you can pay for an additional call with your assessor or use our Advice Service.

8. Unless there is an unforeseen circumstance, you will receive the report of the assessment within 3 weeks of the assessment date. (Note that for December assessments and assessments on or just before school holidays, the reports will take 4 to 5 weeks.)
9. For continuity of care, and unless force majeure, the assessor who carries out your child's assessment will write the HLP/EY report and make recommendations based on the results, background information and observations of your child. This person will provide feedback to you during the follow up telephone consultation after you have received the report.
10. Up to two parents/carers and a baby on arms may attend the assessment with the child who is going to be assessed.
11. Please make arrangements for siblings as, unfortunately, there is no appropriate space for them in the assessment venues.
12. Full payment is due at the time of booking.
13. [High Learning Potential Plus Assessment only] Because the authors of the tests that will be carried out during the assessment request that their contents remain confidential so they remain valid, your child will need to be able to separate from you during all tests. Please **consider carefully whether** your child will be able to separate from you and work with the assessor. Whilst we endeavour to build rapport with your child and make them feel at ease, if, on the day, they cannot do this, we will never force your child to participate in the assessment. In this case, you have two weeks to notify our main office whether you would like to rearrange for a later day or cancel completely. If you decide you want to try again and rearrange for a later day, the new assessment will cost an additional £250; if you decide to cancel completely, the charity will retain 50% of the full assessment fee or a proportion for those in receipt of scholarship funding.
14. [High Learning Potential Plus Assessment only] We reserve the right to decide if our School Communication Advice Pack together with school report is appropriate for your child. If, after talking to your child's assessor, this add-on is advised, and you decide you would like one, please book this within 3 working days of the assessment by phoning the office on 01908 646433.
15. [High Learning Potential Assessment Plus only] The telephone/online call with the school that is part of the School Advice Pack should be arranged as soon as possible and must be arranged within 6 months of the assessment date. The assessor can speak to one or

more members of staff (e.g., the SENCo, Key Stage Leader, Head Teacher and/or their class teacher) in the school of your choice.

16. Your assessment can be postponed at no additional cost to you up to 4 weeks **before** the assessment date.
17. A first postponement at late notice, that is, within 4 weeks of the assessment date, will incur additional costs unless there is a valid reason (e.g. your child is unwell) **AND as long as we receive notification by 3pm the day before the assessment by telephone voice message on 01908 646433 and/or email to amazing.children@potentialplusuk.org**; all other forms of notification or non-notification will incur an additional charge of up to 20% of the payment fee to cover costs incurred by the charity and the assessor.
18. If you need to postpone the appointment, you have two weeks from your notification day to make a new booking. Otherwise, your assessment will be considered cancelled by you, the conditions of which are below.
19. For any additional postponement, regardless of reason, there is up to 20% charge for the first, increasing to up to 50% for the second, and up to 100% thereafter.
20. If the service user cancels the assessment, the charity retains the right to retain up to 100% of the full assessment fee to cover any costs incurred. Please refer to the general [Terms and Conditions of Sale](#) for full information
21. **To rearrange or cancel an appointment, please call 01908 646433. If you need to email us for this purpose, use only the following email: amazing.children@potentialplusuk.org and don't consider your message received until you have got a written reply.**