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**SEND and Dyslexia Hub – Procedures Policy**  
*Effective Date: April 2025*

**1. Introduction**

This policy outlines the procedures for dyslexia assessments, tutoring services, and payment at the SEND and Dyslexia Hub. Our goal is to ensure clarity, fairness, and consistency in our services while providing effective support tailored to each student’s needs.

**2. Dyslexia Assessment Procedures**

Our dyslexia assessment services provide a structured analysis of a student’s learning profile. Assessments follow these steps:

1. **Initial Consultation** – Parents/guardians complete a pre-assessment questionnaire detailing concerns and background information.
2. **Deposit Requirement** – A **£50 deposit** is required to confirm the assessment date. This deposit is **non-refundable** in the event of cancellation. However, the assessment date can be rescheduled within **four weeks** of the initial booking.
3. **Assessment Session** – A structured evaluation using standardized tools to analyse reading, writing, spelling, and processing abilities.
4. **Report & Recommendations** – A detailed report outlining assessment findings and recommendations for learning support. The report will **aim to be returned within two weeks**, provided that all required questionnaires are submitted on time.
5. **Expedited Report Option** – If a faster turnaround is required, an **additional fee of £25** will be requested, and the report can be expedited, provided that all questionnaires are promptly returned.
6. **Feedback Meeting** – A **15 to 20-minute session** where parents/guardians can discuss the report and explore tutoring options or additional interventions.

**3. Tutoring Procedures**

Tutoring services at the SEND and Dyslexia Hub focus on tailored learning strategies for students with dyslexia:

1. **Enrolment & Learning Plan Development**
   * Parents/guardians provide necessary information, including prior assessments or educational reports.
   * A personalized learning plan is created to address the student's needs, strengths, and challenges.
2. **Tutoring Sessions**
   * Delivered in-person or online, based on arrangement.
   * Lessons incorporate structured literacy approaches, multi-sensory learning, and individualized progress tracking.
   * Tutors provide regular feedback and adjust learning strategies as needed.
3. **Monitoring & Progress Reviews**
   * Student progress is reviewed periodically to evaluate effectiveness and refine tutoring methods.
   * Parents/guardians receive updates on learning achievements and recommendations.

**4. Payment Policy**

To maintain transparency in financial transactions, we follow these payment procedures:

1. **Payment Structure**
   * Fees for assessments and tutoring are communicated at the time of booking.
   * Payment can be made via bank transfer, direct debit, or online payment platforms.
2. **Billing & Invoices**
   * Assessments require a **£50 deposit** to confirm the appointment. The remaining balance is invoiced before the assessment session.
   * Tutoring sessions may be billed weekly or monthly, as per agreed terms.
3. **Cancellations & Refunds**
   * **Assessment Cancellations** – The **£50 deposit is non-refundable**. However, rescheduling is possible within **four weeks** of the original booking.
   * **Tutoring Cancellations** – At least 24 hours’ notice is required for cancellations. Late cancellations may incur full charges.
   * **Missed Payments** – Late payments may result in additional fees or suspension of services.

**5. Contact & Support**

For inquiries, scheduling changes, or payment concerns, please reach out to:

**SEND and Dyslexia Hub**  
Email: sinead@thesendanddyslexiahub.com  
Website: www.thesendanddyslexiahub.com