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Bristol Dyslexia Centre Ltd. Co Reg No: 4061265

Bristol Dyslexia Centre

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Quality Assurance & Service Level Statement

The purpose of this Quality Assurance & Service Level Statement is to describe the key services provided at Bristol Dyslexia Centre and the quality standards in place in terms of service delivery.

This statement sets out:

- The services we provide to service users who are made up of children, adults, parents, schools, other internal departments and external partners
- What is required from service users
- The overall standard which we aim to achieve in the provision of our services
- A mechanism for resolving any problems relating to the delivery of the service

Service Provider

Bristol Dyslexia Centre is a specialist learning centre for children and adults with dyslexia, DCD/dyspraxia, dyscalculia and other specific learning difficulties.

Bristol Dyslexia Centre incorporates:

- Specialist Teaching Centre
- Assessment Centre

Bristol Dyslexia Centre has links to:

- 'Dyslexia Trust' Reg charity 1039105
- 'Nessy' Specialist educational software company www.nessy.com

Objectives of the Service

The aim of Bristol Dyslexia Centre is to provide assessments for the identification of specific learning difficulties and to provide learning support with specific learning difficulties. We aim to improve our students' literacy and/ or numeracy skills, confidence in learning and to address any associated emotional and behavioural difficulties.

Description of Key Services

1. Teaching 1:1, 2:1 and small group from specialist teachers in literacy, maths and study skills
2. Formal assessments for Specific learning difficulties from appropriately qualified and registered professionals
3. Consultations for advice

QUALITY ASSURANCE: STANDARDS

- Teaching staff are all fully qualified and experienced in teaching of students with Specific learning difficulties. Where formal assessments are carried out, those practitioners will also hold a current APC (Assessment Practising Certificate).
- Educational Psychologists are fully qualified and hold membership of HCPC (Health and Care Professionals Council).
- All proprietors, directors, staff, teachers and independent assessors are engaged via our safer recruitment child safeguarding policies. This includes checking of identification, references, qualifications, ensuring enhanced DBS certificates are in place and maintaining an SCR (Single Central Register).
- Bristol Dyslexia Centre has policies and procedures in place relating to all aspects of health and safety, including Child Safeguarding, Fire Safety, First Aid, Anaphylaxis & Allergies, H&S Risk assessments, Data Protection, Security, Safe recruitment, Conduct, Behaviour, Equality, Complaints, Social media & Online Safety.
- Staff undergo requisite certified CPD training as required, as well as internal training and staff meetings to ensure standards are maintained and any issues are resolved.
- Bristol Dyslexia Centre holds Public Liability, Employers Liability, Professional Liability Insurance and Cyber Security Insurance.
- Bristol Dyslexia Centre is registered with the ICO (Information Commissioner's Office) for Data Protection.

Key service 1: Specialist Tuition

Our dyslexia specialist teachers (with qualifications in teaching students with Specific Learning Difficulties) teach students of all ages from 7 and above. An initial consultation allows an assessment of the specific needs and allows a multi-sensory programme to be planned. Students will have personalised lesson programme based on their levels & specific needs.

Every student has their own programme of learning – their individual learning plan. This can be shared with parents and school. It is reviewed regularly in lessons, and formally reviewed every six months after standardised assessments have been given.

Lessons incorporate fun ways of learning and practising so children gain a love of learning. The hour session is broken down into a number of learning activities which may be for a few minutes each to maintain variety and attention.

Primary aged children: small card games and activities are put into the home folder so parents can practice games at home. A contact book is also enclosed, or communication can be by email. This will allow links between our specialist teacher, parents, and schoolteacher.

Senior school children and adults may bring work relating to their study to form the structure of the strategies and techniques being taught.

Twice a year, (January and July) parents' evenings are held where parents are invited to meet with their child teacher to discuss progress. This may be by phone, online meeting or face to face.

Staff at Bristol Dyslexia Centre are happy to be contacted at any time during the term with any queries and can be reached on office@dyslexiacentre.co.uk or 0117 9739405.

What we require from Service Users - Tuition

Service users are required to fill out a registration form before commencing lessons at the centre. This states the conditions of entry for mutual benefit and to avoid any misunderstanding over conditions under which we accept students for tuition.

- All students, prior to admission, must attend a consultation, and either be assessed by us or have a report from an Educational Psychologist or Specialist teacher/ practitioner.
- The lesson will normally be shared with one other student unless your child is attending for group sessions. However, if a teacher is sick etc., we reserve the right to increase the students attending the lesson, or to call in another suitably qualified teacher.
- Fees are payable **termly** in advance or monthly by standing order. There are 3 terms per year. A list of the term dates is provided to all students. Fees vary according to length of term. Fees are subject to price increases.
- Standardised and diagnostic assessments are carried out twice a year – November and June. A Parent's Evening is held in January and June/July of every academic year. No charge is made for these assessments. If you wish to have an interim report, a charge will be made after agreement between parent and Centre; a signed consent form should be presented to the office.
- **Regular attendance is important to ensure success.** Lessons not attended will **not** be refunded. If you/your child is sick and we are notified in advance, we will endeavor to reschedule that lesson and will generally try to offer two replacement alternatives. **If the replacement lesson is not accepted it cannot be carried over to the next term or deducted from the bill.** Lessons that fall on public holidays will be credited. In the unlikely event we have to cancel a lesson, the lesson will be rescheduled; only if that proves to be impossible will the lesson fee be refunded.
- Whilst registered at the Centre the student must conform to the Rules and Regulations which may be made for the good government of the Centre. (The Centre reserves the right to dismiss a student whenever, in its opinion the student has been guilty of gross misconduct. No fees will in any case be returned or remitted.)
- Either party has the right to terminate this agreement on **six weeks written notice**.

Key Service 2: Assessments

Educational Psychologist

An educational psychologist assessment is given by a fully qualified, visiting, independent HCPC registered Educational Psychologist (EP). It assesses cognitive strengths and weaknesses and relates the findings to levels of attainment in basic skills. A full written report is produced. If a specific learning difficulty is identified, recommendations or further assessment will be suggested. Bristol Dyslexia Centre offer a free follow-up consultation with full explanation and can help with practical teaching and advice.

Specialist Teacher/ Practitioner's Assessment

A practitioner specially qualified to assess for Specific Learning Difficulties gives this type of assessment. The assessment assesses cognitive skills and attainments; it indicates strengths and weaknesses in phonological development and can identify if a specific learning difficulty/difference is present. A report is written which includes recommendations. Again, Bristol Dyslexia Centre offers a follow-up consultation with full explanation and can help with practical teaching and advice.

What we require from Service Users - Assessments

- Service users are required to complete background questionnaires (family, school and/or student or adult as appropriate) prior to scheduling an appointment.
- Once an appointment has been made, a deposit of 50% of the total fee secures an assessment booking. The remaining fee should be paid before or on the day of the assessment. Assessment reports are confidential and sent securely, electronically.
- Relevant information is sent to service users including confirmation of appointment date, map and directions to the Centre.
- If the service user cancels an assessment appointment without a minimum of 24 hours' notice the deposit is forfeited. If the assessor has to cancel an appointment, another appointment will be offered as soon as possible. If a replacement assessment cannot be agreed, a full refund of payments will be given.

Key Service 3: Consultation / Screening

A consultation with a specialist teacher is available for advice. This consists of discussion and may include some brief assessments of literacy, memory skills, phonological processing etc. (if no prior assessment has taken place). This does NOT give any formal diagnosis, it is only to ascertain if there is any likelihood of a specific difficulty, to offer advice and suggest ways to support learning. The final cost depends on the assessments carried out, if a report is required etc. which is determined at the appointment.

What we require from Service Users - Consultations

- Service users are required to complete background questionnaires (family and/or student or adult as appropriate) prior to scheduling an appointment.
- If the consultation is regarding a child, the child must also attend the consultation.
- Relevant information is sent to service users including confirmation of appointment date, map and directions to the Centre.

Complaints

Most complaints can be sorted out quite simply by discussing the problem with a member of staff. If this is not satisfactory, please make an appointment with the Lead Teacher, where your grievance can be shared and we will try to come to an agreement. If you are not happy with the response to an informal complaint you can make a formal complaint in writing so it can be recorded. In the first instance you should write to:-

Lead Teacher: Mrs S Mackie, Bristol Dyslexia Centre, 11 Upper Belgrave Road, Clifton, Bristol BS8 2XH
Director: Mrs P Jones OBE. Bristol Dyslexia Centre, 11 Upper Belgrave Road, Clifton, Bristol BS8 2XH



Pat Jones, OBE Director: BRISTOL DYSLEXIA CENTRE