



## Frequently asked questions

### What happens in the assessment?

Our assessments consist of a range of tasks focused on building a picture of your learning profile. We look to identify where your strengths and weaknesses are and then construct recommendations around this. The tasks you will undertake will look at a range of literacy skills, cognitive processes such as memory, processing and verbal and non-verbal tasks. You may find some elements challenging but this is to fully examine your potential.

You may be asked to carry out additional tasks based on any additional queries you have expressed – such as gross motor coordination exercises, fine motor coordination tasks and further discussion with the psychologist. Most tasks are either verbal or on paper. It is not about a 'pass' or 'fail' – it is all developing a picture of your abilities and where you may need support going forwards.

### What is the difference between a face-to-face and remote assessment?

There is no difference between the two assessments. Due to the Covid-19 pandemic, our assessments had to be adapted to enable remote delivery as face-to-face delivery wasn't possible during that time. We now have the option of both. Many find a remote assessment to be the most convenient option. Whilst we do now offer face-to-face assessments again, these are in a limited number of locations.

### I was told my report would be sent between 3-4 weeks but I haven't received it yet. When will my report be sent?

Reports could be delayed for a number of reasons:

- The paperwork from a remote assessment was delayed in being returned or held up in the post. Paperwork is required to enable the psychologist to complete the report so if this is delayed, it will in turn delay the report.
- The report required additional checks before being completed.
- You are required to pay for some, or all, of the assessment cost and we have not yet received payment. Reports cannot be released until we have received your full payment contribution. Details on how to pay will be included in your confirmation email.
- The office is running behind usual timeframes. Whilst every effort is made to process and send reports as quickly as possible, there are occasions where this isn't possible.



## **I have a remote assessment booked but haven't received my paperwork yet.**

If you have not received the assessment paperwork a few days before your assessment is due to take place, please either call the office on 01422 372222 or email [info@egs.org.uk](mailto:info@egs.org.uk). We can then verify the address and re-post the paperwork if necessary.

## **When do I return the paperwork for my remote assessment?**

All completed paperwork, including any tasks written on separate pieces of paper, should be returned in the stamped addressed envelope after your assessment. Please do not return any paperwork before your assessment.

## **Can I be assessed for ADHD?**

The Educational Guidance Service is offering you an assessment to determine whether you have specific learning difficulties, such as dyslexia. The psychologists use a range of tests along with observation and their professional expertise to identify any difficulties you may have within the broad range of specific learning difficulties and to signpost recommendations that will help with your studies. EGS assessments and the report meet the necessary standards for students in higher education in this country.

Many students ask for an assessment of ADHD. This can only be obtained as a medical diagnosis by medical practitioners who can prescribe medications and treatments if appropriate. Our psychologists cannot provide a medical diagnosis of this mental health condition.

Psychologists have a 'duty of care' only to assess for good reasons and will make decisions on the basis of clear evidence gained at the time of the assessment. In exceptional circumstances, our highly experienced psychologists may feel that an assessment for ADHD 'traits' is appropriate.

There may be further cost implications should testing for ADHD traits be appropriate.

## **Can I be assessed for Autism?**

As with testing for ADHD, whilst our psychologists can test for 'traits' of Autism, they cannot provide a medical diagnosis of this condition.



Testing for traits of Autism can only be administered in a face-to-face setting, therefore, if you think this testing may be required, a face-to-face assessment is recommended. Psychologists have a 'duty of care' only to assess for good reasons and will make decisions on the basis of clear evidence gained at the time of the assessment. In exceptional circumstances, our highly experienced psychologists may feel that an assessment for Autistic 'traits' is appropriate.

There may be further cost implications should testing for traits of Autism be appropriate.

## I was assessed at school and had dyslexia so why does my report say I don't have a specific learning difficulty/Dyslexia?

As explained in the 'Reason for report' section of your report, students who may have had access arrangements at school or college will have undergone assessments and collation of information that was 'fit for purpose' for GCSE, GCEs and other exams at these levels. The guidance for assessment at higher education (HE) level, for disabled students' allowance (DSA), is different from the access arrangements and this may affect the outcomes that are identified. As the guidance changes at HE level, unfortunately this sometimes means that where you qualified for support in previous education, your profile does not meet the criteria at HE level.

## Why does my report say I don't have a specific learning difficulty?

For an outcome of specific learning difficulties, there needs to be a discrepancy in the scores achieved that is significant enough to be classed as a disability. This indicates a **specific** area of weakness.

In some cases, a profile may be flat, which means the scores achieved are all very similar or 'in line' with each other. In other cases, there may be variances in scores, however, they may not be significant enough to be classed as a disability and would instead suggest an area of **relative** weakness. Whilst some may achieve scores that fall within the low / below average range, this alone isn't enough to be considered a specific learning difficulty unless there is a discrepancy significant enough to be classed as a disability.

## What type of difficulty do I have?

As explained in the 'reason for report' paragraph in your report, 'Specific Learning Difficulty' is a commonly used term and includes issues such as dyslexia, dyspraxia, dyscalculia and specific language impairment, which can all have an impact on the ability to learn.



Because the nature of the difficulties experienced by individuals can be so varied, they aren't always best described as one of these issues listed above. This is why we use the broader term of specific learning difficulty.

If you have any specific questions regarding your report, please contact [info@egs.org.uk](mailto:info@egs.org.uk).

## **I missed my assessment, can I rebook?**

If you were unable to attend your assessment, this can be rebooked. However, if you failed to provide a minimum of 24 hours' notice, a deposit of £50 will be required to rebook. The deposit will be refunded when you attend your rebooked assessment.

If your question has not been answered above, please contact us via email at [info@egs.org.uk](mailto:info@egs.org.uk).