

What to Expect on the Day of your Visit

We are looking forward to welcoming you to the Centre for your assessment.



We would like to let you know what will happen on the day and to advise you of the extra plans we have in place to ensure the safety of visitors and staff over the coming weeks. Our objective is to ensure the safety of all who visit and work at our Centre during the Coronavirus situation.

In the case of children, please ensure that whoever accompanies the child to the Centre on the day reads this leaflet.

Prior to the day, you will have been contacted by our assessment administration team who will have advised and agreed with you the various pre-assessment checks and procedures.

- On the day, having driven down Arkell Lane, please park in a visitor parking bay. Arrival of visitors is being staggered, to manage the flow of people at the Centre. A member of staff will be looking out for your car based on the registration number you gave us as part of the pre-assessment arrangements (on the Health Screener).
- Please remain in your car and the Helen Arkell assessor will be advised of your arrival and come to meet you directly from the car. Introductions will be made in the car park observing social distancing. Visitors are asked to wear a face covering if possible, to sanitize your hands on arrival, and to check in through our venue QR Code, if you are a user of the NHS Covid-19 Test & Trace app. (The safety of our clients, staff and visitors is our top priority. Therefore, we would ask you to download this app if possible before you arrive).
- As part of the welcome process, you will be advised where visitor toilet facilities are available; these are located at the back of our hall. Please wear a face covering and ensure social distancing when using the facilities.
- The assessor will then accompany the person being assessed to the relevant assessment room.
- **Please bring your own drinks and refreshments with you because these facilities will be unavailable at the Centre, to maintain safety. For this reason, the kitchen facilities at the back of the hall will be closed to visitors and staff.**
- After leaving your child with the assessor you are free to leave the site while the assessment takes place and return at a time suggested by the assessor. Then remain in your car until the assessor comes to you. Alternatively, you may stay on site in the car park. If weather allows, we will put out tables and chairs for you.
- You are welcome to use our free WiFi. You can use **HADC-GUEST**. The password is **welcomeguest** (all in lowercase).

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- In terms of safeguarding, all assessment rooms are overlooked, and a member of staff will make regular tours outside the designated rooms. (Of course, all our staff and assessors are fully DBS checked with all the necessary professional practising certification. They are also very nice people who will put the assessee at their ease).
- Each assessment room is set up to enable social distancing of 2m. However, it is recognised that the greater the distance above 1m, the more impersonal the assessment could be for the assessee. The assessor will set the chairs at a distance that makes all parties feel comfortable, by agreement, before the assessment starts. In any event, certain tasks within the assessment will require reduced distance between the assessor/assessee. For this reason, they will be separated by a large Perspex screen and a small tray will be used for the exchange of resources through a passing slot in the screen. We ask that during the assessment, Secondary-age pupils and adults wear a face covering, except during tasks where it is important to hear precisely what is being said either by the assessor or the person being assessed.
- Both parties will have access to sanitizer, wipes, tissues and pedal bins on each side of the room. Ventilation will be encouraged with the door to the assessment room remaining ajar and windows being opened as appropriate, **so please do bring some warm clothes for you or your child.**
- The assessment takes on average approximately 2 ½ - 3 hours, during which time the assessee will be encouraged to have one or two breaks. If the toilet is required, then s/he will be accompanied by the assessor and shown to those in the hall.
- When the assessment comes to an end, the assessor will bring the assessee back to the car park and meet those who may have accompanied them to the Centre.
- Unfortunately, providing face to face feedback immediately following the assessment is not currently recommended due to coronavirus restrictions. Therefore, the assessor will contact you within 24 hours of the assessment having taken place, either by phone or a video-conference call, to provide you with feedback.
- At this time you are then welcome to depart. Reports will be emailed to you (usually within 3 weeks of the assessment) and a printed copy will be posted at a later date (due to the reduced level of staff currently at the Centre).



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If you have any questions, please do not hesitate to contact a member of the assessment administration team who will be happy to help you.

We look forward to your visit.

