

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 easing of restrictions to manage Coronavirus.

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 follow signs directing you to a visitor parking bay and waiting area. Arrival of visitors is being staggered, to manage the flow of people through 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. However, just in case we miss your arrival, we ask that you email enquiries@helenarkell.org.uk to alert us as well.
- 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 the 2m social distancing rule and the sanitizing of hands. From there, the assessor will show the assessee to the assessment room.
- A gazebo will be available in the car park, in the advent of poor weather or if the introduction requires a little more time to ensure the assessee feels at ease before going to the assessment room.
- As part of the welcome process, the assessor will indicate where toilet facilities will be available for visitors; these are located at the back of our hall. Visitors are asked to observe the 2m social distancing marked out on the floor.
- You will have been advised beforehand to 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.
- While the assessment takes place, we ask that parents of children 18 years and younger, remain on site in their cars, taking responsibility for their child. In terms of safeguarding, all assessment rooms are overlooked by staff and a member of staff will make regularly tours outside the designated rooms.

- In the assessment room, wherever possible 2m social distancing will be followed. However, at times resources will need to be passed between the assessor and assessee and the distance between them may need to come within 1m for the administration of certain tests (with discussion). 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. Furthermore, 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.
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- The assessment takes on average approximately 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.
 - As part of the pre-assessment process, agreement will have been made as to how you would like to receive immediate feedback following the assessment. Either:
 - Via phone or the use of video-conferencing (e.g. Skype or Microsoft Teams, to be agreed beforehand).
 - On the day in the car park (using the gazebo situated at the far end).
 - This will bring the assessment process to a close and you are then welcome to depart.

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.