

## Potential Plus UK's Information and Advice Service

### Terms of Reference

Potential Plus UK's Information and Advice Service exists to give information, advice and guidance to parents and carers of children with high learning potential, with the purpose of helping them to make decisions based on the individual needs of their child.

We do this through:

- The information on Potential Plus UK's website
  - This is designed to give parents and carers some information and guidance about meeting the needs of children with high learning potential.
- The fact and advice sheets
  - These are on a variety of topics covering the characteristics of children with high learning potential, their needs, supporting them in particular academic areas, dealing with schools, various aspects of education, supporting their social and emotional needs and developing skills.
- The web chat service
  - The web chat service provides information and advice about children with high learning potential; it is open at certain times.
- The email service
  - The email service provides information and advice about children with high learning potential.
- The telephone advice service
  - This consists of half-hour scheduled telephone appointments to discuss a child with high learning potential and anything to do with their education, parenting them and supporting social and emotional concerns. For this service there is a dedicated telephone line for families to call.
- The assessment service
  - We offer the high learning potential assessment and the early years assessment of potential. The school advice pack, the individualised sensory profile, the handwriting profile and the emotional and social profile are optional extras.
  - With reference to the school advice pack we speak to schools about a child we have assessed within the past 18 months and the school recommendations made as long as the family is still a family member.
  - With reference to the school advice pack we can visit the child's school to discuss the school recommendations in person as long as it is within the past 18 months and the family is still a family member. There is a charge for this service dependent on time and distance. Where possible, this is handled by the assessor.

- We can advise on EHCPs of children we have assessed within the past 18 months and who have a need relevant to their **high ability** as long as the family is still a family member. We can speak to relevant professionals via telephone at a fee of £25 per hour or part thereof. We do not attend EHCP meetings in person. Where possible, this will be handled by the assessor.

### **Clarification of terms**

**Information:** Information includes factual data, both qualitative and quantitative; knowledge gained from factual books, study and research; and evidence-based best practice. For enquirers to Potential Plus UK this could include details of school websites, Ofsted reports, educational practice reviews, educational policy from the Department for Education. It could include signposting to other services, either from Potential Plus UK or from other organisations.

**Advice:** Advice is when information is used to outline general advantages and disadvantages of courses of different actions, based on the facts.

**Guidance:** Guidance is more in-depth and takes into account the current situation of the parent and child concerned to provide them with possible solutions they can take action on. Information and advice is used to help the parent/carer to find solutions to their concerns or to understand the choices available to them and how best to proceed.

20<sup>th</sup> November 2017