



Educational Psychology Service Standards for Professional Users of the Service

- 1 With each school or service the EPS will offer to negotiate a Service Level Agreement at least once per year.
- 2 The EPS will respond efficiently and effectively to resolve any problems which arise with service delivery.
- 3 The EPS will provide thorough assessments within an agreed time scale.
- 4 The EPS will provide reports which are accurate, clearly written, appropriate for purpose and useful.
- 5 Statutory psychological advices will be provided within 6 weeks of request.
- 6 Informal psychological reports will be prepared for delivery within 6 weeks of completion of the assessment period.
- 7 The EPS will co-operate with others who work in the interests of the child.
- 8 The EPS will provide high quality professional development opportunities.
- 9 All enquiries will be dealt with politely and promptly in accordance with the Belfast Education and Library Board standards.
- 10 The EPS will act in accordance with the guidelines governing child protection, data protection, and freedom of information, as described in the Belfast Education and Library Board standards.
- 11 The quality of the work provided by educational psychologists will be high.
- 12 The EPS will provide sufficient time to complete essential work and endeavour to provide time for desirable work.

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