

# Communication and Assistive Technology Assessment and Support Service

CALL Scotland provides an assessment and support service to local authorities across Scotland for children and young people with additional support needs who may benefit from technology to support their communication, literacy and learning. The purpose is to help identify the most suitable technology and strategies for a learner, such as computers, software/apps and communications aids. We also work closely with education and health staff and parents and carers to provide information, advice and training in the use of the equipment.

## Our Assessment Team

The team combine many years of experience of using technology to help children and young people to communicate and learn more effectively. Each person has different specialist skills arising from their professional training and practical experience with a range of learners, whether teaching in the classroom or providing one-to-one support. Your learner will be supported by one or two members of the team, but the full expertise and support of any member may be called upon.



**Paul Nisbet**  
Director: CALL  
Scotland, Engineer  
and Educational  
Technologist



**Claire Harrison**  
Assistive  
Technology and  
Complex Needs  
Teacher



**Joanna Courtney**  
Specialist Speech  
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Therapist



**Shirley Lawson**  
Assistive  
Technology and  
Additional Support  
Needs Teacher



**Kirsteen Steven**  
Assistive Technology  
and Additional  
Support Needs  
Teacher



**Craig Mill**  
Assistive  
Technology  
Advisor

## What does an assessment involve?

Contact us first to discuss your learner's needs: it may be that we can suggest tools and strategies and that you do not need to make a referral. If you do, we will send you a referral form to complete and return along with photos, videos, relevant reports and samples of the learner's work. If your local authority has a partnership agreement with us you will have to obtain approval from your local authority lead officer; if your local authority does not have a partnership, you need to get approval from senior management.

After we receive the referral we will contact you to discuss the learners' needs and arrange the assessment, which can be in person at school or online or both. In this we will consider the learner's skills and needs, the class and home environment, the learning tasks, and how technology can help. We will liaise with parents, education staff and with any others involved, such as the Speech and Language Therapist, Occupational Therapist or Physiotherapist.

## Is there a cost?

Assessment and support from CALL is funded by the local authority or school. Our grant from Scottish Government allows us to provide free advice by phone, email or video call, but does not fund in-person assessment and support for individual learners. Some local authorities have partnership agreements with CALL to fund assessment and support for learners; we can also provide the service on a 'one-off' basis.



## What happens after the assessment?

Following the assessment we will write a report and send it to the person who made the referral. The assessment is a process, not a one-off event, and so we support education and other staff, and parents and carers, to implement our suggestions and recommendations, and rely on everyone to work together. Our role may include lending and adapting appropriate trial equipment, follow up support visits or delivering training. School's role is to implement the recommendations on a day-to-day basis.

## Equipment loans

If the team around the child agree that technology should be evaluated, we may loan equipment to try out for a number of weeks or possibly a term. We will train staff and parents as necessary in the use of the equipment.

## Purchase of equipment

If the technology we suggest turns out to be useful, we expect that the school/education authority (sometimes in conjunction with other services, e.g. Health) will buy it for the learner.



## CALL Scotland

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