



English Speaking Board  
(International) Ltd.®

## **ESB Speech Handbook for International Centres and Satellite Centres**



## Table of Contents

1. Your role as an ESB International Centre .....	3
1.1 Introduction.....	3
1.2 Role of Centres .....	3
1.3 Satellite Centres.....	6
Approval of Satellite Centres and its staff .....	7
2. Your oracy journey – preparing your learners.....	8
2.1 Training, Resources, Specifications and Contacts .....	8
3. Your assessments.....	10
3.1 Booking .....	10
3.2 Reasonable Adjustments (RAs).....	18
3.3 Setting up remote, online assessments.....	24
3.4 Receiving Reports and Certification .....	25
4. Your feedback to us .....	30
4.1 Trust Pilot Reviews.....	30
4.2 Enquiries, Complaints and Appeals .....	30
5. Our engagement with you .....	32
5.1 Website News and Updates.....	32
5.2 ESB News .....	32
5.3 Refresher training and new resources.....	32
5.6 Malpractice and maladministration .....	33
6. Data protection.....	35

**Table 1: ESB International Speech Qualification Titles and Oqual qualification numbers**

### **Appendices:**

#### ***Satellite Centre Application Pack:***

ESB-FRM-C48 Speech International Satellite Centre Application Form	Appendix 1
ESB-FRM-26 Quality Assurance Organiser Application Form	Appendix 2
ESB-FRM-C50 Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration	Appendix 3

#### ***Centre Forms:***

ESB-INFO-C37 Speech International Satellite Centre Application Form Review Guidance	Appendix 4
ESB-INFO-C36 International Centre Guidance for Synchronous Adapted Speech Assessments	Appendix 5

# 1. Your role as an ESB International Centre

## 1.1 Introduction

English Speaking Board (International) Ltd. (ESB International) offers high-quality Speech and Language qualifications in the UK and internationally.

Preparing today's learner for tomorrow's world is something ESB International is passionate about, supporting all learners to develop the oracy and English language skills they need to achieve their aspirations.

We offer a full range of qualifications to suit every learner's needs. Our Speech qualifications build confidence in learners, which is key to unlocking their potential and raising achievement.

ESB International believes oracy provides a gateway not only to improved reading and writing, playing to your learners' strengths and interests, but also to learning across the whole curriculum, equipping them with valuable skills that will last them a lifetime. If you would like to find out more about what kind of skills, experience, and outcomes ESB International assessments can provide your learners, please visit our website [www.esbuk.org](http://www.esbuk.org).

Our assessments take place at your Centre or via a digital conferencing software and are delivered by our team of supportive and experienced assessors. This gives you more time for teaching, and you can feel assured that your learners will be assessed accurately according to ESB criteria.

ESB International's assessors come from all walks of life but share a common aim to bring out the best in every learner and are sympathetic to each learner's situation and background. They are annually standardised to ensure that their marking is consistent and that they bring to every assessment a passion for ESB's core values of providing enjoyable assessments.

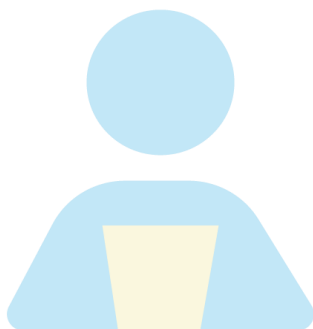
Once registered as an ESB International Centre, support is available on our website and your Centre's [online booking hub](#), along with bespoke training and guidance for all your staff involved with the learning experience. Embedding Oracy into classroom practice and the curriculum is something we can see adds value. If you would like to get the maximum benefit from your ESB experience and find out about the type of training available for your Centre, please contact our Business Development Team ([business@esbuk.org](mailto:business@esbuk.org)).

## 1.2 Role of Centres

As an Awarding Organisation, ESB International appears on Ofqual's Register of Regulated Qualification. Ofqual (The Office of Qualifications and Examinations Regulation) regulates qualifications, examinations and assessments in England. Set up in 2010, under the Apprenticeships, Skills, Children and Learning Act 2009, it is a non-ministerial government department. As an Awarding Organisation, ESB International is required to follow Ofqual's General Conditions of Recognition. These apply to all the qualifications and organisations which Ofqual regulates.

As an ESB International Centre, you must follow the instructions within this handbook to ensure that ESB International is fulfilling Ofqual's General Conditions of Recognition. The handbook supports you to act professionally, ethically and to deliver the qualifications in accordance with required standards, as does the training, guidance and other documentation provided to you by ESB International. If you fail to carry out activities in accordance with the handbook, this will be managed in line with our Preventing and Managing Malpractice and Maladministration Policy. Outlined in this policy are the sanctions that can be served on you as a Centre, or your Satellite Centres (where applicable) including its ESB designated staff and learners if their actions prevent ESB International from fulfilling their regulatory requirements. Centres and/or Satellite Centres can be disqualified or suspended, and their learners may have results voided or be barred from taking assessments in the future with ESB International. Thank you for choosing ESB International qualifications. We look forward to a professional relationship with you and a rewarding experience for your learners.

## Who can deliver ESB International's Speech qualifications?



Centres delivering ESB International Speech qualifications must use staff who are either native English speakers, or have one or more of the following competencies:

- B2 (Independent user on the CEFR)
- China's Standards of English Language Ability (CSE) Level 5
- IELTS 5.5
- Pass at College English Test (CET) Grade 4

## Recruitment of Quality Assurance Organisers

A Centre must have appropriate resources to support the smooth running of and the integrity of ESB International assessments. Quality Assurance Organisers are key to this and are appointed to a position of trust. They should possess the qualities of integrity and vigilance to conduct the assessments in exact accordance with the Handbook.



### The Centre is responsible for:

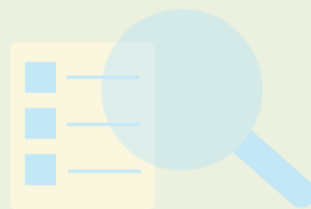
1. The recruitment of the Centre's Quality Assurance Organiser/s.
2. The remuneration of the Centre's Quality Assurance Organisers and all costs associated.

### The Quality Assurance Organiser is responsible for:



- Liaising directly with ESB International relating to assessment bookings, including:
  - assessment dates and other details, including access to remote, online assessments
  - reasonable adjustment and special consideration requests
  - conflicts of interest
  - incidences of malpractice and/or maladministration.
- Ensuring learners are enrolled on the correct qualification and booked onto the correct assessment.
- Ensuring assessment rooms/are available and setup according to the guidance in this handbook, prior to an assessment.
- Ensuring the smooth running of assessment days.

### Quality Assurance Organisers should demonstrate:



- Good communication, IT, administrative and organisational skills.
- The ability to work as a member of a team.
- The ability to adhere to rules and regulations.
- The ability to think clearly and make correct decisions in the event of an emergency in the assessment room.
- The ability to handle confidential information.

- Quality Assurance Organisers must demonstrate an appropriate level of administrative competence within their CV and/or other supporting documentation and speak English to one of the following competencies:

- B2 (Independent user on the CEFR)
- China's Standards of English Language Ability (CSE) Level 5
- IELTS 5.5
- Pass at College English Test (CET) Grade 4

- Any potential Conflict of Interest must be reviewed prior to the appointment of a Quality Assurance Organiser and managed in accordance with ESB International's Conflict of Interest policy.
- The CVs of Quality Assurance Organisers, along with any supporting documents, e.g. certificates, must be retained for audit by ESB International.



## Recruitment of teachers/ tutors

A Centre must ensure they have teachers/ tutors who possess the expertise, experience and integrity required to effectively prepare learners for their ESB International assessments.



### The Centre is responsible for:

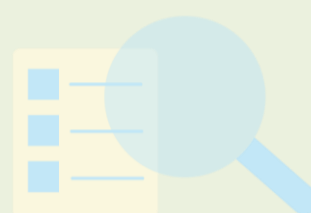
1. The recruitment of the Centre's teachers/ tutors.
2. The remuneration of the Centre's teachers/ tutors and all costs associated.

### Teachers/ tutors are responsible for:



- Preparing learners for their ESB International assessments through supportive and effective teaching and learning.
- Planning teaching and learning in-line with ESB International's qualification specifications.
- Communicating with the Quality Assurance Organiser regarding any Reasonable Adjustments that are/ may be required for learners.
- The health and safety of learners under their

### Teachers/ tutors should demonstrate:



- Good teaching and learning skills.
- The ability to work as a member of a team.
- The ability to adhere to rules and regulations.
- A passion for developing confidence and competence in their learners' communication skills.
- The ability to handle confidential information.

- Teachers/ tutors must demonstrate an appropriate level of teaching competence through an appropriate teaching qualification and/or other supporting documentation and speak English to one of the following competencies:

- B2 (Independent user on the CEFR)
- China's Standards of English Language Ability (CSE) Level 5
- IELTS 5.5
- Pass at College English Test (CET) Grade 4

- Any potential Conflict of Interest must be reviewed prior to the appointment of a teacher/ tutor and managed in accordance with ESB International's Conflict of Interest policy.
- The CVs of teachers/ tutors, along with any supporting documents, e.g. certificates, must be retained for audit by ESB International.



### 1.3 Satellite Centres

In accordance with Condition C2 of Ofqual's General Conditions of Recognition regarding arrangements with Centres, ESB International must set out clearly to Centres what it requires them to do, making necessary information available and providing appropriate support and guidance.

For Speech International Centres operating a Satellite Centre model to successfully support ESB International in fulfilling these requirements, any arrangements with Satellite Centres (third parties) should be based on the following rules:

- The Centre must carry out a robust approval process of any prospective Satellite Centre, ensuring they have the capacity and capability of delivering and preparing learners effectively for ESB International assessments.
- The Centre must monitor the ongoing capacity and capability of its Satellite Centres by carrying out regular inspections to ensure their adherence to ESB International's procedures.
- ESB International will monitor the Centre's and its Satellite Centres' adherence to the agreements to identify non-compliant activity, or risks of failing to comply, including through routine and unannounced visits.
- In order to ensure that ESB International is compliant with Ofqual's General Conditions of Recognition, the Centre, its Satellite Centres and staff must comply with the contract, policies, procedures, handbooks and any other documentation provided by ESB International.

## Approval of Satellite Centres and its staff

The approval of suitable Satellite Centres and their staff plays a vital role in the delivery of ESB International qualifications. A centre is responsible for the recruitment and approval of Satellite Centres and their designated staff, and therefore must carry out review activities on the following documentation received from Satellite Centres:

- ESB-FRM-C48 Speech International Satellite Centre Application Form (Appendix 1)
- ESB-FRM-26 Quality Assurance Organiser Application Form (Appendix 2)
- ESB-FRM-C50 Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration (Appendix 3)
- CVs and certificates for key staff, including Quality Assurance Organisers

The Centre needs to use the scoring system on the Satellite Centre Application Form (Appendix 1) alongside the ESB-INFO-C37 Speech International Satellite Centre Application Form Review Guidance (Appendix 4) to make fair and reliable decisions relating to the suitability of Satellite Centres.

All Quality Assurance Organisers recruited by the Satellite Centre must be submitted to the Centre for approval alongside the Satellite Centre Application Form and reviewed by the Centre with the same scrutiny as required for their own Quality Assurance Organisers (described in 1.2 above).



### The Satellite Centre is responsible for:

3. The recruitment of the Satellite Centre's Quality Assurance Organiser/s.
4. The remuneration of the Satellite Centre's Quality Assurance Organisers and all costs associated.

**All above evidence must be securely stored by the Centre according to data protection law and made available to ESB International on a regular basis.**

ESB International will audit a sample of Satellite Centre applications on a quarterly basis.

## 1.4 Insurance and Health and Safety

- Centres and/or Satellite Centres are responsible for ensuring that they have adequate insurance cover for the running of the assessments at their chosen venues and that licences/permission are obtained as necessary
- Centres and/or Satellite Centres are required to comply with all health and safety regulations that apply under law

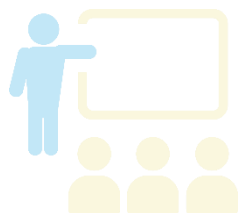
## 1.5 Marketing

ESB International's name and logo is available for use on ESB International marketing materials and by ESB International customers and partners. Satellite Centres/Centres are not allowed to use ESB International logos for their marketing purposes unless prior permission and guidance is given to them in writing by ESB International. Where permission has been granted to use an ESB International logo, you must not alter the ESB International logos provided in any way including (but not limited to) by changing any colours, or by distorting, skewing, stretching, tilting or angling it. Centres and Satellite Centres should look to <https://esbuk.org> for all formal specifications, policies and procedures and processes, which will be kept up to date. Any regulatory logos, for example Ofqual, are not permitted to be used by Centres and/or Satellite Centres.

## 2. Your oracy journey – preparing your learners

Please read about the support that ESB will provide your Centre to prepare your learners for their assessments.

### 2.1 Training, Resources, Specifications and Contacts



#### Training

Here at ESB, we aim to ensure all Centres and learners feel supported from the outset right through to completion of their ESB journey. Our trainers share with teachers classroom activities to embed and build oracy skills and knowledge as well as guiding teachers to understand the levels of performance and our assessment criteria. Embedding oracy into classroom practice and the curriculum is something we are passionate about and that's why we offer bespoke training for Centres at all levels.

We want to ensure all our teachers, tutors and learners get the maximum benefit from their ESB experience with learners developing their oracy skills in an encouraging environment which focuses on their personal growth and confidence.



#### Specifications

To view a detailed specification for any of our Speech qualifications, please [click here](#) to view our qualification filter page. On this page, you can search for specific qualifications or use the filter questions on the left-hand side of the page to find qualifications which match your learners' needs. Once you have found the qualification that you are interested in, you can download its specification. Our specifications are intended to support teachers in the classroom and include information on how the assessments will be conducted and the skills, knowledge and understanding to be assessed.



#### Resources

ESB provides a wide range of online teacher support resources for our Speech and Language qualifications. These resources are intended to help teachers effectively prepare their learners for the assessment, so that all learners have the confidence to demonstrate their skills and knowledge. You can access these resources free-of-charge, at any time. Please [click here](#) to access our online resources.



#### Contacts

We are always happy to give advice and help on all aspects of ESB assessments. The table below has the contact details for the relevant teams if you have any questions regarding our qualifications or wish to simply have a chat about the options available.



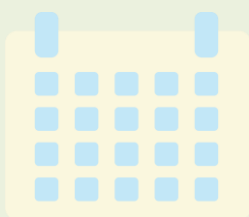
ESB Team and Function	Email	Telephone
<b>Customer Experience</b> <i>Bookings and 'My ESB Hub' questions</i>	<a href="mailto:customer@esbuk.org">customer@esbuk.org</a>	+441695 573439 Option 2
<b>Product Development</b> <i>Further qualification guidance</i>	<a href="mailto:product@esbuk.org">product@esbuk.org</a>	+441695 573439 Option 4
<b>Finance</b>	<a href="mailto:accounts@esbuk.org">accounts@esbuk.org</a>	+441695 573439 Option 3
<b>IT</b>	<a href="mailto:itsupport@esbuk.org">itsupport@esbuk.org</a>	+441695 573439 Option 0
<b>Business Development</b> <i>Training, Personalised CEO visits</i>	<a href="mailto:business@esbuk.org">business@esbuk.org</a>	+441695 573439 Option 1

## 3. Your assessments

### 3.1 Booking

ESB International offers both face-to-face and online assessment options for Speech International Centres. The booking process and fees differ so it is important that Centres understand the differences outlined in this handbook. Please see Table 1 on page 33-34 for a list of all ESB Speech International qualifications, which are available for face-to-face and online assessment. Some centres may have exclusive contracts with ESB International, please refer to the terms of that contract for all pricing and exclusively licensed qualifications.

#### How do I book?



1. Assessment bookings are registered onto the ESB database, including the Centre's assessment date(s), expected numbers of learners and qualifications/levels they wish to book.
2. For face-to-face assessments, please register the bookings on the ESB database.
3. For remote, online assessments, please register the bookings on the ESB database AND send an email to [customer@esbuk.org](mailto:customer@esbuk.org) requesting a remote, online booking.

#### Minimum fees

A minimum fee is payable for assessments. This is dependent on:

- If your assessments are face-to-face or online
- The day of the week and/ or time of day in the UK

#### More booking information:



- There are no additional charges made by ESB International to individual learners.
- ESB International is responsible for flight/travel costs from the UK to arrival in the host country.
- The Centre/organiser is responsible for internal travel (including collection from and delivery to the airport/port/international train station), accommodation and hospitality costs for each assessor.
- Any agreed assessor expenses, not reimbursed during the assessment period, will be invoiced by ESB International after the assessment date.
- All travel/arrangements need to be confirmed no later than 3 months prior to the start of the assessment period.
- Invoices are raised the day after the assessment has taken place.
- Remote, online assessments are charged at standard UK fees.

Please note the minimum advanced booking period for face-to-face assessments is 3 months and for remote, online assessments, it is 28 days. Please visit our website for more information on fees here: <https://esbuk.org/web/centre-fees/>.

Additionally, please contact our Business Development team to learn more about our Speech International pricing by emailing [business@esbuk.org](mailto:business@esbuk.org).

## How do I book my assessments on the ESB database?

In order to support you to successfully book your assessments on our database, please see the step-by-step booking process below.

1. Login to the ESB database [Log In \(esbuk.org\)](https://esbuk.org) and on the Homepage click 'Booking Numbers' (new Organisers will need to be set up by ESB International, please request this to [customer@esbuk.org](mailto:customer@esbuk.org). Once set up, create a password).
2. Click on the 'New Booking Number' tab, then click on the 'Details' tab.

English Speaking Board (International) Ltd. **ESB**

Candidate Quick Search Search Booking Number Logout

Home My Finance CRM **Booking Numbers** Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▾

Booking Numbers

Check Paid in Sage Delete Selected Print Ad-Hoc Certificate All Ad-Hoc Certificates **New Booking Number** Advanced Search Portal Quotes

English Speaking Board (International) Ltd. **ESB**

Candidate Quick Search Search Booking Number Logout

Home My Finance CRM Booking Numbers Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▾

Summary **Details** Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

3. Select the Centre Name in the drop-down menu (start typing) and select the Organiser name from the drop-down menu.

English Speaking Board (International) Ltd. **ESB**

Logout

Home **My Finance** CRM Booking Numbers Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▾

Summary Details **Sessions** Candidates Examiners Reports and Results OLD Reports and Results E-certificates

**Booking Number: 0**

Please note: You cannot assign candidates, sessions or results until you have saved your Booking Number.

Centre: Random center

Centre Address: L39 2AY United Kingdom Lancashire ORMSKIRK Hattersley Court Burscough Road

Add Venue

Organiser: Ran Dom

Candidates Type: UK Exam

Preferred contact Telephone No.: 01695573439

Exam rooms available: 0

I confirm that a centre-approved adult will be present: ☐

I confirm that each candidate (18+) will bring Photo ID to show to the assessor as stated in ID policy: ☐

I confirm that each candidate name has been entered in the way in which we wish to see them on the reports, results and certificates: ☐

\*By ticking this box you agree to adhere to the conditions guidelines as stated in the Centre Handbook and Centre Agreement. ☐

\*Do you want to submit grades that have been calculated based on their own knowledge and assessment of each candidate, rather than using ESB Assessors to make the assessment?

Is Calculated Grades ☐

- Then tick each of the 4 highlighted boxes on the right-hand side and click 'Save' at the bottom of the page. A Booking Number has now been created:

English Speaking Board (International) Ltd. **ESB**

Candidate Quick Search | Search Booking Number | Logout

Home My Finance CRM Booking Numbers Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▼

Summary Details Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

**Booking Number: 41430 Centre: Random center**

**Centre Address** L39 2AY United Kingdom Lancashire ORMSKIRK  
Hattersley Court Burscough Road  
[Add Venue](#)

**Organiser:**

**Candidates Type**

**Preferred contact Telephone No.:**

**Exam rooms available:**

**Lock Out:**

**PO Number:**

**PO Number Default**

I confirm that a centre-approved adult will be present: ☒

I confirm that each candidate (18+) will bring Photo ID to show to the assessor as stated in ID policy ☒

I confirm that each candidate name has been entered in the way in which we wish to see them on the reports, results and certificates ☒

*\*By ticking this box you agree to adhere to the conditions guidelines as stated in the Centre Handbook and Centre Agreement.* ☒

Disable Automatic Assessor Assignment ☐

*\*Do you want to submit grades that have been calculated based on their own knowledge and assessment of each candidate, rather than using ESB Assessors to make the assessment?*

Is Calculated Grades ☐

Notes:

- Click the 'Sessions' tab to start entering the assessment details and click 'Add Sessions'.

Summary Details Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

#	Date	Start Time	Examiner	Cost
No items to display				

[Add Session](#)

**Total Cost:** £0.00

[Add Exam](#) [Show all changes since export](#)

[New Export to Sage](#) [Transfer to Sage and Email Customer](#) [Preview Invoice](#)

[Cost V2](#)

**Discount:** ☒

- Enter the Date and Start time of your first assessment, then click 'Save'. Start time should be customer local time, not GMT. Repeat this process for all of the sessions in your Booking.

**Edit Session**

**Date:**

**Start time:**

**Alternative Date:**

**Alternative Start time:**

**Examiner:**

**Cost per candidate:**

**Premium Cost:**

[Save](#) [Cancel](#)

7. On the Sessions tab, you will see all of the Sessions listed with dates and start times:

English Speaking Board (International) Ltd. **ESB** Logout

Home My Finance CRM Booking Numbers Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▾

Summary Details Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

#	Date	Start Time	Examiner	Cost	
35738	19/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>
35739	20/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>

20 items per page 1 - 2 of 2 items

Add Session Total Cost: £0.00

#	Dur.	Qualificatio	Level	Change?
No items to display				

Add Exam Show all changes since export

8. Click on each Session in turn and click 'Add Exam':

English Speaking Board (International) Ltd. **ESB** Logout

Home My Finance CRM Booking Numbers Staff Examiners Organisers Centres Cases CRF Events Reports Admin ▾

Summary Details Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

#	Date	Start Time	Examiner	Cost	
35738	19/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>
35739	20/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>

20 items per page 1 - 2 of 2 items

Add Session Total Cost: £0.00

New Export to Sage Transfer to Sage and Email Customer Preview Invoice

Cost V2 Discount: ☒

#	Dur.	Qualificatio	Level	Change?
No items to display				

Add Exam Show all changes since export

9. Then enter the Department as 'Speech International', your required qualification and level and your expected candidate numbers (you will see the maximum number per qualification), then press 'Save'.

**Edit Exam**

Department: Speech - International

Qualifications: ESB Level 4 Award In Professional Presentation Skills

Level/Grade: Level 4

Promotion:

Session: 35738

Exam Paper:

Booked Expected Max

Candidates: 0 8

Duration: 35

Certificate numbers assigned

From To Date

Spoiled

From To Date

You will now see the qualification you have added on the right-hand side of the Sessions tab:

Summary

Details

Sessions

Candidates

Examiners

Reports and Results

OLD Reports and Results

E-certificates

#	Date	Start Time	Examiner	Cost	
35738	19/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>
35739	20/11/2...	09:15	-	0	<a href="#">Edit</a> <a href="#">Delete</a>

1

20 items per page

1 - 2 of 2 items

Add Session

Total Cost: £0.00

New Export to Sage

Transfer to Sage and Email Customer

Preview Invoice

#	Dur.	Qualificatio	Level	Change?	
47616	210	ESB Level 4 Award In Professi... Presenta... Skills	Level 4		<a href="#">Edit</a> <a href="#">Delete</a>

1

20 items per page

1 - 1 of 1 items

Add Exam

Show all changes since export

Repeat this process until all of the Sessions for all of the dates appear on the right-hand side.

10. Then click on the 'Candidates' tab to enter your learners' names – this can be done up until midnight the day before the first assessment.

Summary

Details

Sessions

Candidates

Examiners

Reports and Results

OLD Reports and Results

E-certificates

#	Date	Start Time	Examiner
35738	19/11/2021	09:15	-
35739	20/11/2021	09:15	-

◀

◀ 1 ▶▶

▶▶

20

▼

items per page

1 - 2 of 2 items

↺

#	Qualification	Level	Dur.
47616	ESB Level 4 Award In Professional Presentation Skills	Level 4	210

◀

◀ 1 ▶▶

▶▶

20

▼

items per page

1 - 1 of 1 items

↺

11. To add the learner names, select each date and qualification in turn and then you can either click on 'Add Candidate' to enter the names one by one OR you can click on 'Download Import Candidates template' and add all of the learners together.

Summary Details Sessions Candidates Examiners Reports and Results OLD Reports and Results E-certificates

#	Date	Start Time	Examiner
35738	19/11/2021	09:15	-
35739	20/11/2021	09:15	-

20 items per page 1 - 2 of 2 items

#	Qualification	Level	Dur.
47616	ESB Level 4 Award In Professional Presentation Skills	Level 4	210

20 items per page 1 - 1 of 1 items

Id	Select	Exam	ULN	First Name	Last Name	Date of Birth	Gender	Result	Printed?	ID?
----	--------	------	-----	------------	-----------	---------------	--------	--------	----------	-----

20 items per page No items to display

Add Candidate Edit Candidate Delete Candidate Move Candidates Download Import Candidates Template Import Candidates

Download Blank Assessment Report Import Assessment Report Export Blank Results List Import Results List Enter Exam Results Export Results List

Print Certificate Bulk Print Download Transcript Download all transcripts Candidate Topic List Import Topic List Show Address

Produce Final Result List Produce Published Results

12. Add Candidate: enter the learner's First name, Last name, Date of Birth and Gender. If a learner requires a reasonable adjustment, add the reasonable adjustment required by clicking the drop-down menu and selecting the appropriate adjustment, then press Save. NO OTHER FIELDS ARE REQUIRED.

Edit Candidate

×

First Name:

Last Name:

ULN:

Date of birth:

Email:

School Email:

School Email is required

Gender:

Select gender

▼

ID Checked:

☐

Reasonable Adjustment:

Apply for Reasonable adjustment

Certificate Printed:

☐

CRF received:

Certificates sent on:

Additional Certificate Text:

Result:

Select result

▼

Save

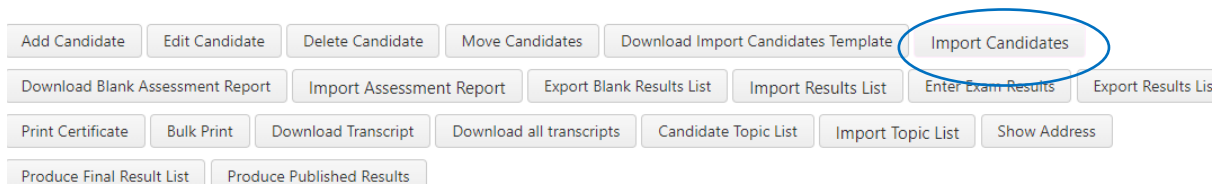
Cancel

If you choose to use the Download Import Candidates template, enter all the details in the excel file, the ULN is not mandatory:

Entry No	ULN	First Name	Surname	DOB	Gender
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Save this file locally and then upload it the database by clicking the 'Import Candidates' button:





Please note, if a learner requires a reasonable adjustment, you will need to locate the learner's name within the Candidates tab and click 'Edit candidate' and add the reasonable adjustment required by clicking the drop down menu and selecting the appropriate adjustment, then press Save. NO OTHER FIELDS ARE REQUIRED.

Repeat this process for all of the qualifications in your Booking.

13. This completes the booking process. Once assessor(s) have been assigned, you will be able to see their name(s) in the database via the Sessions or Candidates tabs.

Summary	Details	Sessions	Candidates	Examiners	Reports and Results
#	Date	Start Time	Examiner		
35738	19/11/2021	09:15	-		
35739	20/11/2021	09:15	-		

Navigation: 1 (selected), 20 items per page, 1 - 2 of 2 items

### Alterations to bookings and cancellation fees

We pride ourselves on being as flexible as possible and recognise that there may be the need to make alterations even after the learners' names and details have been uploaded to **the ESB database**. Prior to the assessment date, Centres can make changes subject to the rules built into the **ESB database** hub.

Significant changes that involve reassignment of assessors may not be possible and a 'Change of Booking Date' fee is chargeable. In the event of cancellation of a booking, cancellation fees may apply. Please refer to our [fees list](#) on our website for all cancellation fees and associated time periods. In some instances, due to unforeseen events, ESB International reserves the right to cancel assessments at short notice. Every effort will be made to minimise the disruption.

**Please note that assessors have no authority to sanction changes and cannot enter learners on the day of the assessment, or change the level at which they have been entered.** This also applies to accepting learners who were absent on a previous occasion through sickness.

### Absence through Illness

A learner who is ill and cannot take the assessment may apply for a half-fee credit for re-entry within six months, enclosing a medical certificate. Please refer to the [Absence Through Illness Policy](#) on our website.

## Checklist before the assessment takes place

- ✓ For remote assessments, I have been in touch with the Assessor(s) to confirm the video conferencing details. I have carried out a practice assessment with the assessor, 24 hours before the assessment. Assessors details are located on 'Details' tab of the booking (click 'Export to PDF').
- ✓ For face to face assessments, I have been in touch with the Assessor(s) to confirm travel arrangements for the day. Assessors details are located on 'Details' tab of the booking (click 'Export to PDF').
- ✓ I have sent a copy of the learner topic lists to the Assessor(s), in advance of the assessment. The topic list includes the Learner's ID, first and last name, their poem, book and title of talk. This information must be sent securely to the assessor(s) (via WeTransfer). Assessors will not accept learner's data within the body of an email or as an attachment.
- ✓ I have created a timetable for the day(s) detailing the order of the assessments and I have shared this with the Assessor(s).
- ✓ I have uploaded the learner's names, including any reasonable adjustments, to the database before midnight the day before the assessment. Centres can upload learners' names at any time, once the assessment has been booked and confirmed.
- ✓ I have ensured that all learners over the age of 18 have provided photo identification and this has been checked and verified as an official proof of identity. The Centre must be able to confirm the learner who took the assessment is the same person presenting the ID.

### Terms and Conditions of booking

Before agreeing to an assessment taking place at your Centre, these conditions must be met:

- A Centre approved adult must be present for assessments with learners under the age of 18 or with vulnerable adults. Please see our [Safeguarding Procedure](#) on our website referring to working with children, young people and vulnerable adults, to verify when an approved adult is required.
- It is the responsibility of the Centre to ensure that each learner over the age of 18 presents photo ID on the day of the assessment. Please refer to the section below on identification.

### 3.2 Reasonable Adjustments (RAs)

Access arrangements for learners requiring reasonable adjustments must be agreed by ESB International before the assessment day. Please see our [Reasonable Adjustments](#) policy on our website for information about the types of accommodations that are available and how to apply for them. Once an accommodation has been agreed, the assessment must proceed accordingly. Please contact [product@esbuk.org](mailto:product@esbuk.org) for any queries about reasonable adjustments.

## Structure of an assessment day

Each qualification gives guidance on the approximate length of the assessment. In planning the assessment day, you should add to this the time required for the **changeover of learners**, allowing time for the setting up of IT or audio/visual material for each learner. We also set limits on recommended maximum learner numbers per day for each qualification (identified below).

Assessors begin each session with a short **2-3-minute introduction** to create a positive and relaxed atmosphere. Although assessors will aim to keep to a timetable suggested by the Centre, a break mid-morning and for lunch are essential for the needs of both learners and assessors.

Where learner numbers are large, Centres may request two or more assessors on the same day if suitable space is available. Alternatively, one assessor can assess over a period of days.

## Recommended maximum learner numbers per assessor/day

Graded Assessments, Adult Learners, and EAL assessments take place within a group of approximately 6 learners.

Qualification	Timings per learner (or group) in minutes	Maximum number of learners (or groups) per day
ESB Early Steps - Step 1 (Speaking Together)	15 per group	20 groups
ESB Early Steps – Step 2 (Speaking Out)	45 per group	6 groups
ESB Pre-Entry Level Award in Speech	10	26
ESB Entry Level Award in Speech (Entry 1)	10	26
ESB Entry Level Award in Speech (Entry 2)	11	24
ESB Entry Level Award in Speech (Entry 3)	12	22
ESB Level 1 Award in Speech (Grade 1)	13	20
ESB Level 1 Award in Speech (Grade 2)	13	20
ESB Level 1 Award in Speech (Grade 3)	13	20
ESB Level 2 Certificate in Speech (Grade 4)	15	18
ESB Level 2 Certificate in Speech (Grade 5)	18	16
ESB Level 3 Certificate in Speech (Grade 6)	18	14
ESB Level 3 Certificate in Speech (Grade 8)	25	12
ESB Level 1 Award in Debating	40 per group	48
ESB Level 2 Award in Debating	40 per group	48
ESB Level 3 Award in Debating	50 per group	40
ESB Entry Level Award in Group Speaking (Entry 2)	15 per group	20 groups
ESB Entry Level Award in Group Speaking (Entry 3)	18 per group	15 groups
ESB Level 1 Award in Group Speaking	20 per group	15 groups
ESB Entry Level Award in Graded Examinations in Speech (Entry 1) (EAL - A1)	9	26
ESB Entry Level Award in Graded Examinations in Speech (Entry 2) (EAL - A2)	10	26
ESB Entry Level Award in Graded Examinations in Speech (Entry 3) (EAL - B1)	11	24
ESB Level 1 Award in Oral Skills for School Interviews	15	14
ESB Level 1 Award in Using Oral Skills for Interviews	18	14
ESB Level 2 Award in Using Oral Skills for Interviews	20	14
ESB Level 3 Award in Using Oral Skills for Interviews	25	12
ESB Level 4 Award in Professional Presentation Skills	35	12
ESB Level 3 Award in Travel and Tourism Oral Communication Skills for Overseas Resort Representatives	20	16
ESB Entry Level Award in Communicating with Art (Entry 1)	20	14
ESB Entry Level Award in Communicating with Drama (Entry 1)	20	14
ESB Entry Level Award in Communicating with Music (Entry 1)	20	14
ESB Entry Level Award in Communicating with Others (Entry 1)	20	14
ESB Entry Level Award in Developing Independent Communication Skills (Entry 1)	20	14
ESB Entry Level Award in First Steps in Communicating with Others (Entry 1)	20	14
ESB Entry Level Award in Independent Communication Skills (Entry 1)	20	14
ESB Entry Level Award in Oral Communication with Others (Entry 1)	20	14
ESB Entry Level Award in Introducing Oral Skills for Interviews (Entry 1)	20	14
ESB Entry Level Award in Developing Oral Interview Skills (Entry 2)	20	14
ESB Entry Level Award in Oral Communication in the Community (Entry 2)	20	14
ESB Entry Level Award in Preparing for Performing Within a Team (Entry 2)	20	14
ESB Entry Level Award in Oral Interview Skills (Entry 3)	20	14
ESB Entry Level Award in Reading to a Child (Entry 3)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 1)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 3)	20	14

## Learner topic list

Centres are required to make available to the visiting assessor any topic lists where appropriate to the qualification. The topic list includes the Learner's ID, first and last name, their poem, book and title of talk. **This information must be sent securely via WeTransfer. We will not accept learner data within the body of an email or as an attachment.**

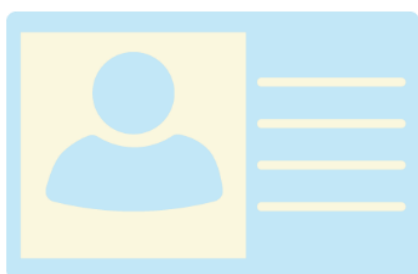
The running order of learners is at the discretion of the organiser or tutor/ teacher.

## Learner identification (applicable for all learners aged 18 and over)

ESB International works with the regulators to reduce the possibility of identity fraud by its adult learners. To be assured of their identities, there is a two-step process applicable to all learners aged 18 and over.

### Identity declaration

All Centres must ensure that a photo ID for each registered learner have been checked and verified as an official proof of identity. The following photo IDs are acceptable:



- Passport or other photo ID issued by a Government agency or local authority
- Photo driving license
- UK Armed Forces photo ID card
- College photo ID (for Further Education College or Adult Learning Centres only)

Learners without such ID will **not** be prevented from taking the assessment, but will not be resulted until valid ID is confirmed by the Centre and presented to ESB International. The Centre must be able to confirm the learner who took the assessment is the same person presenting the ID.

Any failure by a Centre to confirm ID in this way will result in certificates being delayed or withheld, or may be construed as malpractice, as will any attempt either at impersonation or to deceive by use of fake ID by an individual.

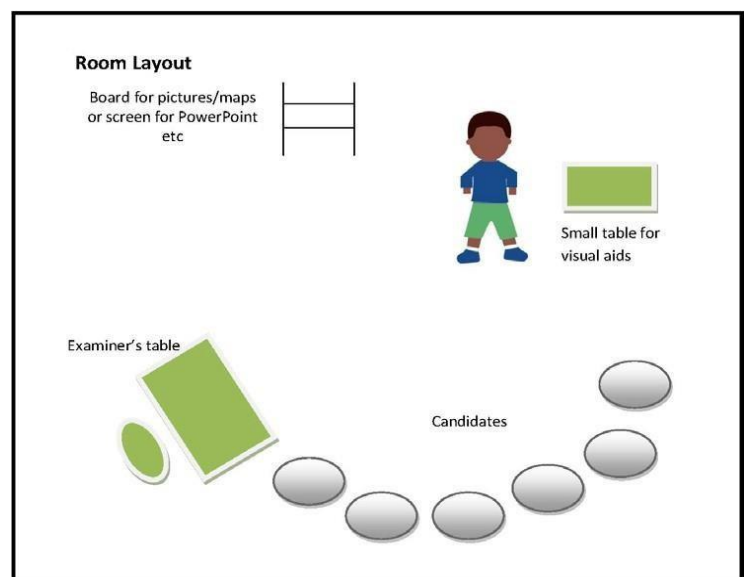
## Room layout

### **Assessment rooms (face-to-face assessments)**

It is the responsibility of the Quality Assurance Organiser to ensure that all assessment room(s) are correctly set up in accordance with the following instructions:

- Display clear direction signs to guide learners to the Assessment Room and place appropriate signs to alert others that an assessment is taking place. Rules and regulations for learners must be clearly displayed
- Check that there is nothing in the environment that might disrupt the assessment, e.g. parents waiting outside
- Assessment rooms should have adequate lighting, heating, ventilation and limited external noise
- Remove any visible materials that may advantage learners, e.g. wall-charts & posters

As far as possible, the seating should be in a horseshoe or semi-circle, with the assessor's table towards the side where he/she can see the learner and the listening group. Learners should NOT be seated behind desks. This type of arrangement, where everyone can see each other, gives a more relaxed atmosphere and helps to promote an easy exchange of ideas between learner, assessor and listeners. For assessments where the learner is required to lead a discussion, the best arrangement is for the learner to take a seat in front of the group or round a table at the relevant point to enable them to lead and join in.



For assessments where the learner is required to lead a discussion, the best arrangement is for the learner to take a seat in front of the group or around a table at the relevant point to enable them to lead and join in.

# 1 2 3



## Order of assessment

Unless the qualification demands otherwise, the learner may present in any order. They often do best by starting with the item/section which they feel most confident about.

Under most circumstances, **each learner should present the complete prepared programme as a block**. In certain exceptional circumstances (e.g. if equipment being used has to be block-booked), some groups may need to offer all the talks, or telephone calls, then all the remaining sections as a set. However, separation of all tasks in this way should be avoided if at all possible, to assist timing and standardisation.

Assessors are trained to ensure everyone in the group is actively involved throughout the whole session and they are marked accordingly.



## Timing

Assessors will keep as closely as possible to the time allowance for each individual indicated in the relevant qualification, without unsettling the learner.

Assessors will tell learners at the start about time-keeping and how they will indicate that the limit has been reached, e.g. by raising their hand or pointing to a watch.

## Groups

The assessment of active listening skills is an important part of ESB International assessments.

All assessments take place within a participating peer group, and learner interaction is an integral part of the assessment.

Each learner must attend and participate in the prepared session of at least **five** other learners to give them opportunities to demonstrate listening and responding skills. Where there are too few learners for a group, Centres must provide an audience made up of other learners of a similar age.



## Audio/visual material

Centres should make arrangements for the effective display and use of audio/visual material, and for any equipment such as computers and projectors to be ready and in working order. Learners should be able to start their presentations with the minimum of delay, so ensure they are easily accessible during the session. In assessments involving a telephone task, the Centre must provide appropriate handsets or switched-off mobiles.

### **Centre-approved adult**

The Centre-approved adult must be present during an assessment where learners are under the age of 18 or are vulnerable adults. Other interested members of staff may observe the assessment as part of the listening group. Where time, numbers and room layout permit, the assessor will involve the whole group in the questioning, to ensure genuine enquiry and communication. This would always be done in accordance with the demands of the relevant specifications.

### **Please note**

- We do not encourage parents to attend assessments because it can have an adverse effect on children's performance.
- We do not recommend that whole class groups are present for an entire day.

### **Presentations**

Learners can:

- 1) share their screens to show a PowerPoint or Prezi presentation. Please train learners how to do this, and how to still be visible to the assessor.
- 2) send their presentations to the tutor, who can send it to the assessor. The learner can then refer to it in their talk but remain in full screen.
- 3) use a whiteboard or display board and stand back from the camera **if** this does not affect the sound quality. Check this with your learners before the assessment.

### **Choice of text to read aloud**

The tutor/ teacher can choose the part of the chosen extract for the learner to read aloud, with the agreement of the assessor.

## **3.3 Setting up remote, online assessments**

The remote, online assessment has the same content and procedure as face-to-face assessments. ESB-INFO-C36 International Centre Guidance for Synchronous Adapted Speech Assessments (Appendix 5) should be used by teachers, Quality Assurance Organisers and any other support staff as guidance to cover adaptation in the following situations:

- 1) learners and teachers can be together in class but the assessor cannot travel to or enter the centre or
- 2) teaching and learning are taking place remotely.



### 3.4 Receiving Reports and Certification

#### How do I get my learners' results?

Once the results are released, you can access them on the database by clicking on the relevant booking:

#### Booking Numbers

Check Paid in Sage

Delete Selected

Print Ad-Hoc Certificate

All Ad-Hoc Certificates

New Booking Number

Advanced Search

Portal Quotes

Selected	Status	Invoice Posted To SageAPI	Paid To Sage	Booking Number	Sage Inv No	Date	Centre	Last Edited	Last Edited by	
----------	--------	---------------------------	--------------	----------------	-------------	------	--------	-------------	----------------	--

Click 'edit' on the booking to view the details, then select the Candidates tab:

Summary	Details	Sessions	Candidates	Examiners	Reports and Results	OLD Reports and Results	E-certificates
---------	---------	----------	------------	-----------	---------------------	-------------------------	----------------

Each session for the booking will list all of the learners and their results. To view the reports for each learner, click on the Reports and Results tab:

Summary	Details	Sessions	Candidates	Examiners	Reports and Results	OLD Reports and Results	E-certificates
Exams:							

Highlight each qualification in turn, then click on the 'Download' option. This will produce a PDF for all of the learners by qualification:

Download	Lock/Unlock Exam	Approve
Reject	Resend	

#### Reports

You will receive your learners' results within 5 working days of the assessment, indicating the learners' performance measured against the qualification's learning outcomes and assessment criteria. It contains positive feedback to support the learner's progression. All successful learners receive a certificate. Please see the Graded Assessments in Speech Sample Reports on the pages below.

## Sample Report: ESB Entry Award in Speech (Entry 1) – Pass

ASSESSOR'S REPORT									
<b>Candidate Name</b>		<b>ERF No.</b>							
<b>Centre</b>		<b>Candidate No.</b>							
<b>Qualification</b>	ESB Entry Level Award in Speech (Entry 1)	<b>ULN</b>							
<b>Assessment Date</b>									
<b>Comment/Advice</b>									
<p>It was fascinating to hear all about your dragon, 'Stormfly'. How wonderful to have a toy from your favourite movie 'How To Train Your Dragon'. Now, to quickly progress to the next level rather than reading your talk from notes throughout, use a poster with images to prompt you. I enjoyed hearing why you like your poem so much! Well done today, you have made an encouraging start to ESB</p>									
<b>Overall Result</b>	<b>Assessor</b>								
<b>Good Pass</b>									

Section 1	Section Grade: Good Pass	Section Score: 20.98	U	P	GP	M	M+	D
<b>My Toy Dragon, Stormfly</b>	Structure				X			
	Style			X				
	Voice and Speech					X		
	Content							X
	Visual Aids					X		
	Communication			X				
<b>Section 2</b>	<b>Section Grade: Good Pass</b>	<b>Section Score: 8</b>	U	P	GP	M	M+	D
<b>Mice</b>	Introduction			X				
	Memory					X		
	Voice / Delivery				X			
	Choice and Interpretation				X			
<b>Section 3</b>	<b>Section Grade: Merit</b>	<b>Section Score: 12.8</b>	U	P	GP	M	M+	D
<b>The Mice Have a Meeting</b>	Choice of books and passage / pages							X
	Introduction						X	
	Style					X		
	Voice / Delivery					X		
	Communication			X				
<b>Section 4</b>	<b>Section Grade: Merit</b>	<b>Section Score: 15.2</b>	U	P	GP	M	M+	D
	Listening Skills						X	
	Responding to Questions					X		
	Asking Questions						X	
	Taking Part in the Group					X		
	General							X

## Sample Report: ESB Entry Level Award in Speech (Entry 2) – Merit

ASSESSOR'S REPORT									
Candidate Name						ERF No.			
Centre						Candidate No.			
Qualification	ESB Entry Level Award in Speech (Entry 2)					ULN			
Assessment Date									
<b>Comment/Advice</b>									
<p>it was fascinating to see the 'Infinity loop' and you demonstrated different tricks, delighting all the listening group - what a great toy! Now, consider a more original way to open your talk, maybe ask a question or state a fact, so you grip the listening group from the outset. Being word secure allowed you to explore an expressive voice, so keep this up in text work. Well done today!</p>									
<b>Overall Result</b>		<b>Assessor</b>							
<b>Merit +</b>									
<b>Section 1</b>	<i>Section Grade: Merit +</i>	<i>Section Score: 33.34</i>	U	P	GP	M	M+	D	
<b>Infinity Loop</b>	Structure					X			
	Style								X
	Voice and Speech						X		
	Content						X		
	Visual Aids						X		
Communication								X	
<b>Section 2</b>	<i>Section Grade: Merit</i>	<i>Section Score: 15</i>	U	P	GP	M	M+	D	
<b>From A Railway Carriage</b>	Introduction				X				
	Memory								X
	Voice / Delivery						X		
	Choice and Interpretation						X		
<b>Section 3</b>	<i>Section Grade: Merit</i>	<i>Section Score: 13.6</i>	U	P	GP	M	M+	D	
<b>Journey to Jo'burg</b>	Choice of books and passage / pages								X
	Introduction						X		
	Style					X			
	Voice / Delivery						X		
	Communication			X					
<b>Section 4</b>	<i>Section Grade: Distinction</i>	<i>Section Score: 20</i>	U	P	GP	M	M+	D	
	Listening Skills								X
	Responding to Questions								X
	Asking Questions								X
	Taking Part in the Group								X
	General								X

## Sample report: ESB Level 1 Award in Speech (Grade 1) – Distinction

ASSESSOR'S REPORT								
<b>Candidate Name</b>					<b>ERF No.</b>			
<b>Centre</b>					<b>Candidate No.</b>			
<b>Qualification</b>	ESB Level 1 Award in Graded Examination in Speech: (Grade 1) (QCF)				<b>ULN</b>			
<b>Assessment Date</b>								
<b>Comment/Advice</b>								
I liked the way you compared what you had in common with Justin Bieber to hook us into your talk. You kept it personal and energised, inspiring us to go 'carving' down a mountain! Just slow down a fraction for clarity. You focused on the rhythm in your poem today; using your face and exploring pace further will help to bring out the full mood and meaning like you did with your reading. Otherwise, this was excellent work today!								
<b>Overall Result</b>	<b>Assessor</b>							
<b>Distinction</b>								
<b>Section 1</b>	<i>Section Grade: Distinction</i>	U	P	GP	M	M+	D	
<b>Snowboarding</b>	Structure					X		
	Style						X	
	Voice and Speech						X	
	Content						X	
	Visual Aids						X	
	Communication						X	
<b>Section 2</b>	<i>Section Grade: Merit</i>	U	P	GP	M	M+	D	
<b>My Country</b>	Introduction					X		
	Memory						X	
	Voice / Delivery					X		
	Choice and Interpretation			X				
<b>Section 3</b>	<i>Section Grade: Distinction</i>	U	P	GP	M	M+	D	
<b>Little Women</b>	Choice of books and passage / pages						X	
	Introduction					X		
	Style						X	
	Voice / Delivery					X		
	Communication						X	
<b>Section 4</b>	<i>Section Grade: Distinction</i>	U	P	GP	M	M+	D	
	Listening Skills						X	
	Responding to Questions						X	
	Asking Questions						X	
	Taking Part in the Group						X	
	General						X	

## Certification

In 2021, ESB International launched a new '[E-certificates first](#)' programme. The Digital Certificates Web is a holistic secure document system, creating a self-service secure web portal for learners and Centres to access their awarding documents. E-certificates are being rolled out across a range of qualifications.

Currently e-certificates are available for our ESOL International qualifications (B1, B2, C1, C2) and during 2021-22 they will be available for our Speech qualifications Level 3 Grades 6 & 8. If you, as one of our Centres would like to be part of our "e-certificates first" programme, please contact a member of our Customer Experience Team at [customer@esbuk.org](mailto:customer@esbuk.org).



For paper certificates, we will continue to send them to Centres within 10 working days of the results being issued. To allow for sampling and standardisation procedures, results cannot be regarded as final until confirmed by certification.

### Recognition of Excellence and Endeavour (Building Confidence in Communication Qualifications only)

Successful learners who have achieved one of the 14 Building Confidence in Communication qualifications to an exceptionally high standard may be eligible for a Certificate of Excellence in addition to their qualification certificate, and unsuccessful learners who have tried hard may receive a Certificate of Endeavour to recognise their efforts. These are not accredited qualification certificates but are recognitions of effort.

### Replacement Certificates

Centres or learners can request a replacement certificate if it has been lost, damaged or if the information is incorrect, for example, misspelt learner name. The Replacement Certificate Policy and forms can be found on the website <https://esbuk.org/web/about-us/policies-and-procedures/>

## 4. Your feedback to us

### 4.1 Trust Pilot Reviews

ESB International is always looking at ways to improve its service to its Centres. The best way to do this is to find out exactly what individual Centres want – deliver it where possible – and as a result build customer loyalty and high satisfaction levels. Your honest feedback enables ESB International to provide an outstanding customer experience to all.

You can share real time feedback and experiences with ESB International through our Trustpilot Account!

Please follow this link to start your Trustpilot review (*you will need to have booked an assessment with us in order to leave a review*): <https://uk.trustpilot.com/evaluate/esbuk.org>

You will need to register as a Trustpilot user to leave a review. If you do not already have an account, this will be done automatically.

If you need any guidance on how to write a review, please read Trustpilot's guidelines here: <https://uk.legal.trustpilot.com/for-reviewers/guidelines-for-reviewers>



### 4.2 Enquiries, Complaints and Appeals

ESB International understands that sometimes things can go wrong. In our commitment to delivering an outstanding customer experience, we would like to hear from you. In the event that ESB International have failed to carry out, or act on something which falls under ESB International's responsibility, we will always endeavour to put things right.

ESB International are committed to ensuring that:

- No one should be inhibited, disadvantaged or discriminated against when making a complaint or appealing a complaint outcome.
- Clients can be confident that all complaints will be treated with equal diligence.
- Clients are treated with courtesy and receive the appropriate contact, as and when necessary, throughout the handling of a complaint or appeal following a complaint outcome.
- When mistakes happen, ESB International will acknowledge them, we will apologise, and always endeavour to explain what went wrong and put things right as quickly and efficiently as possible.
- ESB International are committed to continuous improvement, and as such we value the lessons learnt from complaints and use them as an opportunity to improve our services to you.

**All enquiries** must be made through the Centre organiser.

The Centre organiser must send an enquiry to [ESB within 15 working days of receiving the results to customer@esbuk.org](mailto:customer@esbuk.org).

The Centre must provide the following information in writing as applicable: Centre name, Centre organiser's name, candidate/learner's name and ESB Registration ID, Title and level of the qualification/units, Date of examination, Result, Issue.

ESB International will acknowledge receipt of the enquiry within 2 working days. ESB International's Senior Assessors will:

- Review the Reports/results
- Contact the Assessor(s) to confirm and seek further information
- Review all associated documentation
- Notify the Centre organiser of the result of their enquiry within 15 working days of receipt of it. The decision and outcomes may be to upgrade, downgrade and/or uphold the original examination result. Any replacement documentation will be issued without charge.

ESB International defines **a complaint** as any expression of dissatisfaction about the way in which it has carried out, or failed to carry out, its work and which requires a response from ESB International.

If you would like to make a complaint, email us at [customer@esbuk.org](mailto:customer@esbuk.org). The Customer Experience Team is responsible for taking receipt of, logging and acknowledging receipt of a complaint within 2 working days. The Customer Experience Manager will review the complaint, and any supporting evidence in its entirety. The Customer Experience Manager will respond to the complainant with an outcome within 15 working days of the receipt of the complaint.

**An appeal** must be submitted to ESB International in writing within 10 working days from the date the original enquiry or complaint decision was sent to the enquirer or complainant. ESB International will acknowledge receipt of the appeal within 2 working days.

Appeals should be emailed to the Chief Executive of ESB, [Tina.Renshaw@esbuk.org](mailto:Tina.Renshaw@esbuk.org). The Chief Executive will convene a panel within 15 working days of receiving an appeal. The decision regarding the outcome of the appeal will be communicated to the complainant, within 20 working days of receipt of a request for an appeal. A letter outlining the detail of the investigation will be issued to the complainant giving a full explanation of the outcome.

## 5. Our engagement with you

### 5.1 Website News and Updates

To keep up to date with all that's happening at ESB, please regularly check our News Page, which you can access by clicking here: <https://esbuk.org/web/news/>.

### 5.2 ESB News

Discover what our Centres and learners have been up to in our most recent edition of ESB News here: <https://user-jjql3di.cld.bz/ESB-News-Spring-Summer-2021>.

### 5.3 Refresher training and new resources

ESB International offers bespoke training to both new and established Centres - please refer to <https://esbuk.org/web/centre-fees/> for prices of online training and email [business@esbuk.org](mailto:business@esbuk.org) to book a training session. Resources are frequently updated, so please check our News Page for updates and click [here](#) and [here](#) to see some recent resources.

### 5.4 Monitoring and Review

ESB International and its regulators reserve the right to make additional visits to Centres and/or Satellite Centres, or seek additional information from Centres/Satellite Centres, if deemed necessary. ESB International may remove recognised Centre/Satellite Centre status at any time, but will endeavour to minimise disadvantage to learners affected. Please refer to our Malpractice and Maladministration Policy on our website <https://esbuk.org/web/about-us/policies-and-procedures/>

Ongoing monitoring and review is achieved by:-

- Centres' annual updating of Recognised Centre information, where appropriate
- External assessment and assessor feedback to ESB International
- Centre feedback surveys following assessments

### 5.5 Invoicing

#### Invoicing Policy

ESB International fees and charges are published annually and are available on our website [www.esbuk.org](http://www.esbuk.org). Our Invoicing Policy can also be found on the website <https://esbuk.org/web/about-us/policies-and-procedures/>. All fees are payable in full once invoices have been received.

#### Payment details

All payments are to be made to English Speaking Board (International) Ltd.

Payments can be made using:

- BACS
- Cheque



## 5.6 Malpractice and maladministration

In accordance with condition A6 and A7 of Ofqual's Conditions of Recognition, ESB International must take all reasonable steps to identify the risk of the occurrence of any incidents which could have an adverse effect. If such an incident occurs, ESB International must promptly take all reasonable steps to prevent the Adverse Effect and, mitigate it as far as possible and correct it, and give priority to the provision of assessments which accurately differentiate between learners on the basis of the level of attainment they have demonstrated and to the accurate and timely award of qualifications.

An act, omission, event, incident, or circumstance has an Adverse Effect if it gives rise to prejudice to learners or potential learners, or adversely affects the ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with its Conditions of Recognition, the standards of qualifications which the awarding organisation makes available or proposes to make available, or public confidence in qualifications.

In accordance with Condition A8 of Ofqual's Conditions of Recognition ESB International must take all reasonable steps to prevent the occurrence of any malpractice or maladministration in the development, delivery and award of qualifications which it makes available or proposes to make available.

ESB International has a defined Preventing and managing Malpractice and Maladministration policy which must be followed by and communicated to all staff and learners involved in the delivery of ESB International qualifications. The policy is available on our website <https://esbuk.org/web/about-us/policies-and-procedures/>

### Centres shall therefore:

- ensure that all Satellite Centres (if applicable) are aware of and have access to ESB International's policies and procedures
- promptly notify ESB International of any incidents or allegations of malpractice or maladministration as soon as it becomes aware
- have in place robust procedures for preventing and investigating incidents of malpractice or maladministration, which are up to date and communicated to staff, the Satellite Centres (where applicable), sub-contractors and third parties
- regularly review procedures for preventing and investigating incidents of malpractice or maladministration and make any improvements necessary to ensure they remain relevant and fit for purpose
- take all reasonable steps to prevent incidents of malpractice or maladministration from occurring
- at the request of ESB International, take reasonable steps to investigate any suspected incidents of malpractice or maladministration and rectify any negative impact of these incidents
- complete the action plan for managing and rectifying the negative impact of any incidents of malpractice or maladministration and make this action plan available to ESB International. This plan should also identify any areas of improvement required to ensure the malpractice or maladministration does not re-occur
- enact any decision by ESB International as a result of an investigation taking appropriate action against those responsible for the malpractice or maladministration to ensure it does not re-occur

- fully deliver the actions required to manage and rectify any identified incidents of malpractice or maladministration
- provide access to documents, records, data, staff, third parties, sub-contractors, learners, Satellite Centres (if applicable) or any other resource required by ESB International during an investigation of malpractice or maladministration

### **Security of assessment**

The assessor will check the learner's names and identity at the start of the assessment. Assessors will be observing learners throughout the assessment and will identify any inconsistencies in performance that may indicate malpractice, which will then be pursued following the ESB International Preventing and Managing Malpractice and Maladministration Policy.

### **Malpractice Procedure**

- In the event ESB International is notified of an incident or allegation of malpractice against a Centre or one of its Satellite Centres (where applicable), it shall communicate allegations within 10 business days of such notification to the Centre
- If the allegation is serious, a Decision letter outlining the outcome and any associated sanctions will be sent, or a full investigation will be required, and detailed questions and requirements sent to the centre for action
- The Centre or Satellite Centre shall have 15 business days to provide a response in writing to ESB International and confirmation of its compliance
- ESB International shall, within 15 business days of receipt of the response from The Centre/satellite centre conclude its investigation and communicate its decision to The Centre. Any decision will be in line with the sanctions outlined in the **Preventing and managing malpractice and maladministration** policy.
- The whole process is to be concluded within 45 days

## 6. Data protection

### Data Protection Law

The work that ESB undertakes necessarily involves handling sensitive information about learners, such as their names, dates of birth, email addresses and sometimes also medical details (when processing reasonable adjustments). Because of this, it is important to have an awareness of the data protection requirements that need to be followed by us and our Centres regarding how information can be shared and safeguarded.

ESB International is a UK based company and complies with UK data protection law. All our Centres must comply with their own countries' data protection laws. There are different rules regarding the sending of personal data from the UK to the European Economic Area (EEA) and non-EEA countries, as well as from both of these groups of countries to the UK, each dependent on what type of data protection laws they have in place. This section explains the differences in transfer of personal data between UK and other countries.

#### ➤ Centres within the EEA - European Union (EU) and Norway, Liechtenstein and Iceland

The UK has left the EU and is therefore categorised as a “third country” when it comes to the transfer of personal data to and from the EEA. However, The United Kingdom General Data Protection Regulation (UK-GDPR) is essentially the same law as the European GDPR, only changed to accommodate domestic areas of law. This means that the core definitions and legal terminology now well established from the European GDPR, such as personal data and the rights of data subjects, controller and processor and their need for legal bases for processing like prior consent are all to be found in the UK-GDPR. The EU adopted an adequacy decision for the UK, ensuring the continued free flow of personal data from individuals inside the EEA to the UK. Also, under UK data protection regime transfers to the EEA will not be restricted.

#### ➤ Centres outside the EU with signed adequacy decisions

The European Commission, which regulates the EU data protection, has the power to determine whether a country outside the EU offers an adequate level of data protection. The European Commission has so far recognised the following countries as providing adequate protection: Andorra, Argentina, Canada, Faroe Islands, Guernsey, Israel, Isle of Man, Japan, Jersey, New Zealand, Switzerland and Uruguay. When the UK left the EU, it adopted the adequacy decisions that the EU had already made and they are still recognised under the UK data protection regime.

#### ➤ Centres outside the EU without signed adequacy decisions

Centres based in these countries carry the highest risk when it comes to personal data transfers and therefore there are certain rules that have to apply. These international transfers of personal data have been identified as ‘restricted transfers’ and in order to ensure that the correct level of data protection is achieved when exchanging personal data with these countries, the Information Commissioners Office (ICO) requires UK data controllers to ensure they have International Data Transfer Agreements (IDTAs) in place.

### Fair Processing Notice

We collect information about you when you register with us or place a booking for our products and services. We process information you provide to us about your learners in order to assess your learners. We ask Centres to give us explicit consent to handle Special Personal Data in order to administer Reasonable Adjustments for learners. Our data protection and privacy policy can be found on our website

<https://esbuk.org/web/about-us/policies-and-procedures/>

**Table 1: ESB International speech Qualification Titles and Oqual qualification numbers**

<b>Graded Examinations in Speech</b>	
ESB Pre-Entry Level Award in Speech	Unregulated
ESB Entry Level Award in Speech (Entry 1)	Unregulated
ESB Entry Level Award in Speech (Entry 2)	Unregulated
ESB Entry Level Award in Speech (Entry 3)	Unregulated
ESB Level 1 Award in Speech (Grade 1)	501/1665/4
ESB Level 1 Award in Speech (Grade 2)	603/6757/X
ESB Level 1 Award in Speech (Grade 3)	501/1662/9
ESB Level 2 Certificate in Speech (Grade 4)	603/5192/5
ESB Level 2 Certificate in Speech (Grade 5)	501/1668/X
ESB Level 3 Certificate in Speech (Grade 6)	501/1669/1
ESB Level 3 Certificate in Speech (Grade 8)	501/1667/8
<b>Other Speech</b>	
Early Steps - Step 1 (Speaking Together)	Unregulated
Early Steps - Step 2 (Speaking Out)	Unregulated
ESB Entry Level Award in Graded Examinations in Speech (Entry 1) (EAL - A1)	603/0553/8
ESB Entry Level Award in Graded Examinations in Speech (Entry 2) (EAL - A2)	603/0616/6
ESB Entry Level Award in Graded Examinations in Speech (Entry 3) (EAL - B1)	603/0621/X
ESB Level 1 Award in Debating	601/7971/5
ESB Level 2 Award in Debating	601/7972/7
ESB Level 3 Award in Debating	601/7974/0
ESB Entry Level Award in Group Speaking (Entry 2)	Unregulated
ESB Entry Level Award in Group Speaking (Entry 3)	Unregulated
ESB Level 1 Award in Group Speaking	601/8483/8
ESB Level 1 Award in Oral Skills for School Interviews (To be withdrawn on 30 <sup>th</sup> September 2022)	600/4426/3
ESB Level 1 Award in Using Oral Skills for Interviews (To be withdrawn on 30 <sup>th</sup> September 2022)	501/1144/9
ESB Level 2 Award in Using Oral Skills for Interviews (To be withdrawn on 30 <sup>th</sup> September 2022)	501/1280/6
ESB Level 3 Award in Using Oral Skills for Interviews	501/0650/8
ESB Level 4 Award in Professional Presentation Skills	600/0556/7
ESB Level 3 Award in Travel and Tourism Oral Communication Skills for Overseas Resort Representatives	500/8570/0
<b>Speech for Learners with Special Educational Needs and Disabilities</b>	
ESB Entry Level Award in Communicating with Art (Entry 1)	600/3618/7
ESB Entry Level Award in Communicating with Drama (Entry 1)	600/3596/1
ESB Entry Level Award in Communicating with Music (Entry 1)	600/3620/5
ESB Entry Level Award in Communicating with Others (Entry 1)	501/0140/7
ESB Entry Level Award in Developing Independent Communication Skills (Entry 1)	501/0186/9
ESB Entry Level Award in First Steps in Communicating with Others (Entry 1)	501/0143/2
ESB Entry Level Award in Independent Communication Skills (Entry 1)	501/0142/0
ESB Entry Level Award in Oral Communication with Others (Entry 1)	501/0138/9
ESB Entry Level Award in Introducing Oral Skills for Interviews (Entry 1)	601/8415/2
ESB Entry Level Award in Developing Oral Interview Skills (Entry 2)	501/0136/5
ESB Entry Level Award in Oral Communication in the Community (Entry 2)	501/0187/0
ESB Entry Level Award in Preparing for Performing Within a Team (Entry 2)	600/2968/7
ESB Entry Level Award in Oral Interview Skills (Entry 3)	501/0188/2

ESB Entry Level Award in Reading to a Child (Entry 3)	600/8164/8
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 1)	601/5121/3
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2)	603/0400/5
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 3)	603/0477/7

# **Speech International Satellite Centre Application Form**

## Section 1: Legal Representative Declaration

---

### 1.1)

I can confirm, under my responsibility, the truthfulness of the information stated throughout this document.

I attest that I have never been involved in any case of bankruptcy due to fraud or Business management.

I can confirm that I have never been disqualified from any other Awarding Organisation due to malpractice or maladministration.

I accept that all the declarations made in this form can be verified by ESB International during the accreditation process.

I accept that it will be ESB International's unquestionable judgment to either recognise or deny the accreditation for the Institution which I represent.

I accept that incomplete, misleading or false statements will lead to revocation of Satellite Centre status.

I accept that the Satellite Centre can be subject to audit and inspection without notice by the responsible ESB Centre or ESB International.

I understand that as a satellite centre, my organisation has to adhere to the guidance set out in the Satellite Centre/Centre Handbook and that if it fails to do so, sanctions may be applied that could result in suspension or disqualification from delivering ESB International qualifications and removal of the satellite centre status.

**Full name (Print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### 1.2) Privacy Agreement for personal data handling

Pursuant to the relevant data protection law, I hereby express my consent to the treatment of my personal data for all the purposes due to the development of the activities, for the production of statistics, to receive promotional and advertising material via telephone, ordinary mail and e-mail and internet. I hereby declare to be aware that, in absence of such consent, the activation and the access to the aforementioned services will not be provided.

**Full name (Print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Section 2: Organisation Details

*The Organisation applying to become a satellite centre of English Speaking Board (International) Ltd. must comply with the minimum standards required in order to be successful. All information provided within this document will support the centre and ESB International in evaluating whether the Organisation fulfils the necessary requirements.*

### 2.1)

<b>Organisation Name</b>	
<b>Organisation Contact Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>City</b>	
<b>Region</b>	
<b>Telephone</b>	
<b>Mobile</b>	
<b>Year of organisation's establishment</b>	
<b>Years of activity</b>	
<b>Website</b>	
<b>E-mail address</b>	
<b>Number of rooms</b>	
<b>Number of assessment rooms</b>	
<b>Number of Employees</b>	
<b>Size of Organisation (Square Metres)</b>	
<b>Legal Representative</b>	



**2.2)****Type of Organisation**

- ☐ High School      ☐ Secondary School      ☐ College      ☐ University
- ☐ Other (Please specify)

**2.3)**

Is your organisation government funded?

☐ YES      ☐ NO

*If No, what is the legal status of your organisation?*

Company status

Years of activity

Approved activities

**2.4)**

Is there sufficient parking available at the Organisation?

☐ YES      ☐ NO

**2.5)**

What type of public transport can be used to reach the Organisation?

### Section 3: Organisational Activity

#### 3.1)

Has your organisation ever been disqualified from any Awarding Organisations?

☐ YES

☐ NO

*If yes, which Awarding Organisation? Please provide further details of the reason for disqualification*

#### 3.2)

Does your organisation currently have any sanctions or suspensions imposed by another awarding organisation?

☐ YES

☐ NO

*If yes, please specify the details of your sanctions and or suspensions*

#### 3.3)

a) Is the organisation accredited with any other Awarding Organisation for delivering Ofqual regulated qualifications?

☐ YES

☐ NO

*b) If yes, please specify which Awarding Organisation/s?*

#### 3.4)

a) Is the organisation accredited with any other Awarding Organisation for delivering any other qualifications (unregulated)?

☐ YES

☐ NO

*b) If yes, please specify what type of qualifications and for which Awarding Organisation/s?*

3.5) Does your organisation already offer any English speech courses?

☐ YES

☐ NO

#### 3.6)

a) Does the Organisation have more than 3 years' experience with approved activities in English speech courses?

☐ YES

☐ NO

b) If no, does the person responsible for managing the speech courses and/ or a senior-level employee have more than 3 years of experience in senior level management of speech qualifications?

☐ YES

☐ NO

**3.7) If your organisation already offers speech courses:**

a) how many learners have been registered for English speech courses in the past 2 years?

b) Learners' age(s)

☐ 3-5    ☐ 6-10    ☐ 11-13    ☐ 14-18    ☐ 19-24    ☐ 25-35    ☐ 35+

c) How many teachers are involved in English speech teaching activities?

d) Specify the percentage of English speech learning activity hours in classroom

**3.8) Specify the percentage of English speech learning activity hours outside the classroom (distance/ online learning)**

**3.9) Number of ESB International assessments planned for the first year**

**3.10) Number of ESB International assessments planned for the second year**

**3.11) If approved when would you like to start offering ESB assessments?**

**3.12) Does your organisation offer any other form of training services?**

☐ YES

☐ NO

*If yes, please provide full details*

## Section 4: Assessment Rooms

*Please complete this section for all assessment rooms at the Organisation. If necessary, print more copies of this section*

<b>4.1</b>	Room number							
<b>4.2</b>	Size of room (Square Meters)							
<b>4.3</b>	Is the room equipped with air conditioning? (Y/N)							
<b>4.4</b>	Is the room equipped with a clock visible to all? (Y/N)							
<b>4.5</b>	Does the room have disabled access? (Y/N)							

## Section 5: Health and Safety

---

*Satellite centres are responsible for ensuring that they have adequate insurance cover for the running of the assessments at their chosen venues and that licences/permissions are obtained as necessary.*

*Please declare whether the Organisation complies with the following:*

**5.1)**

Risk Assessments in place for the activities planned?

☐ YES

☐ NO

**5.2)**

Electrical System legally compliant?

☐ YES

☐ NO

**5.3)**

Appropriate number of fire extinguishers and their proper maintenance

☐ YES

☐ NO

**5.4)**

Emergency exits warning lights properly installed

☐ YES

☐ NO

**5.5)**

Escape routes available

☐ YES

☐ NO

**5.6)**

Fire protection

☐ YES

☐ NO

**5.7)**

Health and Hygiene certification

☐ YES

☐ NO

**5.8)**

All Health and Safety regulations that apply under the law of the country which the Organisation is based in.

☐ YES

☐ NO

***Please supply evidence***

## Section 6: Quality Assurance

---

### 6.1)

Does your organisation have procedures in place to maintain and keep accurate learner records from completion of all ESB International qualifications, in accordance with data protection and legislative requirements? ***Please supply evidence***

☐ YES☐ NO

### 6.2)

Does your organisation have systems in place to apply special consideration and reasonable adjustment? ***Please supply evidence***

☐ YES☐ NO

### 6.3)

Does your organisation have systems in place to prevent malpractice of ESB International assessments? ***Please supply evidence***

☐ YES☐ NO

### 6.4)

Where an incident of malpractice occurs, will your organisation notify ESB International and take all reasonable steps to assist with investigations and cooperate fully, including access to documents, records, data, staff, learners, satellite centres or any other resource?

☐ YES☐ NO

### 6.5)

Where an incident of malpractice or maladministration occurs will your organisation agree to the application of ESB's sanctions (note there is a right of Appeal)?

☐ YES☐ NO

### 6.6)

Has your organisation documented policies including but not limited to appeals, complaints, health and safety, malpractice and plagiarism, conflicts of interest, keeping children and vulnerable adults safe and equal opportunity? ***Please supply evidence***

☐ YES☐ NO

## Section 7: Resources

---

- 7.1)**  
Is there a separate area for the registration of learners? ☐ YES ☐ NO
- 7.2)**  
Is there a secure area where learners can store their personal belongings during the assessment? ☐ YES ☐ NO
- 7.3)**  
Does your organisation have the necessary level of financial, technical and staffing resources and systems necessary to support the delivery and award of ESB qualification(s)? ☐ YES ☐ NO
- 7.4)**  
Does your organisation adequately maintain systems and resources, including where appropriate, equipment, materials and software, to support the delivery and assessment of qualifications? ☐ YES ☐ NO
- 7.5)**  
Does your organisation have relevant staff in place to fulfil the role/s of Quality Assurance Organiser/s ☐ YES ☐ NO
- 7.6)**  
Does your organisation have effective communication systems in place and induct staff to ensure they all understand and are kept up to date with the qualification specifications, and ESB International policies and procedures? ***Please supply evidence*** ☐ YES ☐ NO

## Section 8: Photographic Evidence

---

8.1)

**Building exterior:** Please attach two external photographs of the building

8.2)

**Reception and registration area:** Please attach two photographs of this/ these area/s

8.3)

**Waiting room:** Please attach two photographs depicting the area where the learners can wait before entering the assessment room

8.4)

**Assessment rooms:** Please attach two photographs of each individual assessment room

8.5)

**Secure areas:** Please attach two photographs of each secure area where learners' belongings can be stored)

## Section 9: Review (For office use only)

---

<b>Total scores achieved:</b>
<b>Outcome: Successful / Unsuccessful</b>
<b>If unsuccessful please provide improvements required:</b>
<b>Assessed by:</b>
<b>Date:</b>



## Quality Assurance Organiser Application Form

Repeat for each Quality Assurance Organiser to be accredited.

### Quality Assurance Organisers must demonstrate:

- Linguistic competence of B2 Level as a minimum (or IELTS 5.5, CSE Level 5, CET Grade 4)
- Good communication
- IT, administrative and organisational skills
- The ability to work as a member of a team
- The ability to adhere to rules and regulations
- The ability to think clearly and make correct decisions in the event of an emergency in the assessment room
- The ability to handle confidential information

Please attach a copy of your C.V., ID, photo ID, references and relevant certificate(s)

<b>Full name</b>			
<b>Current Occupation</b>			
<b>Native speaker of</b>			
<b>Non Native speaker level</b>			
<b>Formal Education</b>	<input type="radio"/> A Level standard	<input type="radio"/> Degree	<input type="radio"/> Masters
	<input type="radio"/> PHD	<input type="radio"/> CELTA/ TEFL/ TESOL/ ESOL	<input type="radio"/> Other (Please specify)
<b>Teaching Experience</b>	<input type="radio"/> 0-2 years	<input type="radio"/> 3-5 years	<input type="radio"/> 5+ years
<b>Assessment Experience</b>	Awarding body:		
	No of years:	Level(s):	
<b>Assessment Administration/ Management Experience</b>	Awarding organisation:		
	No of years:	Level(s):	

### Declaration

- I consent to ESB International seeking and receiving relevant information held by other assessment boards regarding my performance as well as giving consent to ESB International to disclose such information should any other assessment board make a request for a relevant reason.
- I understand that all information provided by me, including my CV, will be held by ESB International to be used for the purpose of evaluating my qualifications, experience and suitability for employment (the role of Quality Assurance Organiser).
- I declare that the information I have supplied is given voluntarily and is, to the best of my knowledge, true, accurate and complete in all respects.
- I declare that I have a clean criminal record and I am not facing any charges against me.
- I understand that if I withhold relevant information or supply false or misleading information, my application may not be further considered.
- I understand that my employment may be terminated if, after investigation, ESB International discovers that any information I have provided is incomplete, false or misleading.

Signature \_\_\_\_\_

Date \_\_\_\_\_

# **Speech Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration**

English Speaking Board (International) Ltd.

## CONFIDENTIALITY AGREEMENT

- 1. Confidential Information:** English Speaking Board (International) Ltd. proposes to disclose certain parts of its confidential and proprietary information (the “Confidential Information”) to Recipient. Confidential Information shall include all data, materials, products, technology, computer programmes, specifications, manuals, business plans, software, marketing plans, financial information and other material disclosed or submitted, orally, in writing or by any other media to Recipient by ESB International.
- 2. Recipient’s Obligations:** Recipient agrees that the Confidential Information is to be considered confidential and proprietary to ESB International and Recipient shall hold the same in confidence, shall not use the Confidential Information other than for the purposes of its business with ESB International and shall disclose it solely to its officers, directors or employees with a specific need to know. Recipient will not disclose, publish or otherwise reveal any of the Confidential Information received from ESB International to any other party whatsoever except with the specific prior written authorisation from ESB International. Confidential Information furnished in tangible form shall not be replicated by Recipient except for purposes of this Agreement. Upon the request of ESB International, Recipient shall return all Confidential Information received in written or tangible form, including copies, or reproductions or other media containing such Confidential Information, within five (5) days of such request.
- 3. Term:** The obligations of the Recipient herein shall be effective from the date ESB International discloses any Confidential Information to Recipient pursuant to this Agreement. The obligations in this Agreement with respect to Confidential Information disclosed during such period shall survive any termination of this Agreement and shall continue for a period of four (4) years following termination of this contract.

Further, the obligation not to disclose shall not be affected by bankruptcy, receivership, assignment, attachment or seizure procedures, whether initiated by or against Recipient, nor by the rejection of any agreement between ESB International and Recipient, by a trustee of Recipient in bankruptcy, or by the Recipient as a debtor in possession or the equivalent of any of the foregoing under local law.
- 4.** If after one year from the time the Recipient is last employed by ESB International he/she tutors on ESB International assessment preparation courses, the Recipient cannot discuss or use, in whole or in part, any training or development material that he/she received while training or scoring the ESB International Assessments other than public information that he/she is able to find on the ESB International website.
- 5.** If the Recipient teaches a workshop for educators, he/she may use the ESB website as a reference, however, he/she may not discuss any additional information learned while training or scoring the ESB Assessments as this would violate the confidentiality agreement.
- 6.** If the Recipient is currently teaching, he/she may discuss the information on the ESB International website, as long as this is part of his/her regular job responsibilities at the school, and he/she is not receiving any additional pay.

7. The Recipient that has had access to confidential assessment materials in relation to a particular qualification is required to apply in writing for the permission of ESB International before providing, endorsing or attending any Teacher training events in respect of that qualification. ESB International will only give permission where doing so would not lead to prohibited training taking place.

8. **Other Information:** Recipient shall have no obligation under this Agreement with respect to Confidential Information which

- is or becomes publicly available without breach of this Agreement by Recipient;
- is rightfully received by Recipient without obligations of confidentiality;
- or is developed by Recipient without breach of this Agreement;

Provided, however, such Confidential Information shall not be disclosed until thirty (30) days after written notice of intent to disclose is given to ESB International along with the asserted grounds for disclosure.

9. **No Licence:** Nothing contained herein shall be construed as granting or conferring any rights by licence or otherwise in any Confidential Information. It is understood and agreed that neither party solicits any change in the organisation, business practice, service or products of the other party, and that the disclosure of Confidential Information shall not be construed as evidencing any intent by a party to purchase any products or services of the other party nor as an encouragement to expend funds in development or research efforts.

Confidential Information may pertain to prospective or unannounced products. Recipient agrees not to use any Confidential Information as a basis upon which to develop or have a third party develop a competing or similar product.

10. **No Publicity:** Recipient agrees not to disclose the existence or terms and conditions of the Agreement.

11. **Remedies:** The Recipient acknowledges and agrees that any violation or threatened violation of this Agreement will cause irreparable harm to ESB International and that ESB International shall be entitled to injunctive relief in addition to all legal rights or remedies, as well as to be indemnified by the Recipient for all positive or negative losses sustained.

12. **Governing Law and Jurisdiction:** This agreement shall be governed by the law of the country which the Establishment is based in. For any disputes arising out of this Agreement, each party consents to the personal and exclusive jurisdiction and venue of the state courts of the country which the Establishment is based in.

## CONFLICT OF INTEREST

### Scope

This applies to all Satellite Centre staff including Quality Assurance Organisers.

### Fiduciary Responsibilities

ESB International serve the public trust and are required to fulfil their responsibilities with care and loyalty. All decisions and actions of the board are to be made for the sole purpose of advancing the best interests of the institution and all stakeholders. The integrity of ESB International must be protected at all times, and the fiduciary relationship of officers, employees, and other representatives to ESB International must be respected in both actuality and appearance.

A conflict of interest exists when ESB International representative's direct or indirect personal interests are inconsistent with or interfere in any way with the best interests of ESB International.

Through this policy, ESB International intends to implement the highest possible ethical standards and to establish that ESB International will not tolerate conflicts of interest. The Board will administer this policy strictly, with complete transparency, and in accordance with the following principles:

- Officers (for purposes of this policy, the directors) and senior level administrative/managerial employees agree to refrain from participating in ESB International decision making procedure involving any learners they might have a conflict of interest with, members of their immediate family or organisations, except to respond to questions or to provide further information.
- Any proposed business or financial relationship between ESB International and an employee or other representative, or a member of his or her immediate family, or any entity with which the employee or other representative or a member of his or her immediate family is affiliated, is subject to the prior review and approval of a Compliance Committee. The relationship must be thoroughly reviewed and considered by the Compliance Committee and clear procedures to limit any potential conflict of interests.
- Any officer, employee, or other representative who has a personal participation in outside organizations shall disclose such participation for conflict of interest (including conflict of duty and loyalty) assessment in the **Conflict of Interest Declaration Form**.

### Procedures

Effective implementation of this policy requires, first, the full disclosure of individual interests that might conflict with the best interests of ESB International. Second, the interested officer, employee or other representative must refrain from participating in ESB International decision making with respect to any transaction or relationship in which he or she is interested. Finally, an independent determination must be made that the transaction or relationship meets the applicable standard and should be entered into or continued.

### a) Disclosure

All officers, selected employees and other representatives are required to disclose the information requested on the **Conflict of Interest Declaration Form** including any business or financial relationship they or members of their immediate families have or propose to have with ESB International, either directly or through another entity in which they have a significant interest. The declaration form is to be filed by all officers, and senior level administrative/managerial employees at initial hire; an amended form must be filed (by all employees) promptly in the event of a material change in circumstances. All officers or employees shall provide advance written disclosure of any proposed business or financial relationship covered by this policy to the Compliance Committee.

The following guidelines are provided to help officers, employees, and other representatives determine whether a relationship should be disclosed:

- A business or financial relationship includes the sale or acquisition of goods, property, or services; the commitment of resources to a common venture; or, in the case of a member of one's immediate family, an employment relationship. It does not include attending ESB International exam preparation courses as a student.
- A member of one's immediate family means (1) a spouse; (2) a child, grandchild, parent, grandparent, sibling, uncle, aunt, nephew, or niece, or the spouse of any such person; (3) a person having a step relationship described in (2) above; (4) a parent in-law or a brother or sister in-law; or (5) any other person who resides in the same household as the officer, or employee.
- A significant interest in another entity includes service as a director, partner, or management level employee; the actual or beneficial ownership of more than 5% of the entity; or a compensation arrangement that is dependent upon a business or financial relationship with ESB International.

The foregoing guidelines are not intended to be exclusive; other relationships or interests that might conflict with the best interests of ESB International should also be disclosed. If an officer, employee, or other representative is uncertain whether to disclose a particular business or financial relationship, the Compliance Committee should be consulted.

### b) Restraint on Participation

Officers, employees, and other representatives who have disclosed a potential conflict of interest shall refrain from participating in ESB International's consideration of any proposed learner, business or financial relationship in which he or she is interested, except to respond to questions or to provide further information. If a transaction or relationship requires a vote, the interested party should not be present at the time of the vote.

## Declarations from Head of Satellite Centre

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date) \_\_\_\_/\_\_\_\_/\_\_\_\_ between (the Centre) \_\_\_\_\_  
and (full name of the Recipient) \_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

Satellite Centre full name and ID: \_\_\_\_\_

*I declare that I have read the "Speech Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration",  
and that I understand all implications and agree to it in its entirety.*

*I accept that it will be ESB International's unquestionable judgment to either recognise or deny the accreditation for  
the Institution which I represent.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### CENTRE HANDBOOK

*I declare that I have read the "Centre Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_



## Declarations from Quality Assurance Organiser

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date)\_\_\_\_/\_\_\_\_/\_\_\_\_ between the Satellite Centre  
\_\_\_\_\_ and (full name of the Recipient) \_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

*I declare that I have read the "Speech Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration",  
and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### CENTRE HANDBOOK

*I declare that I have read the "Centre Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_



## Satellite Centre Approval - Application Form Review Guidance

*In order to provide guidance on the acceptance and rejection of a Satellite Centre Application Form, ESB International has produced this document which outlines a 3-step process.*

### Step 1 – Check compulsory sections

All sections of the Satellite Centre Application Form must be completed by all Organisations. There are 25 criteria in the Application Form which must be met for the application to be considered. Below you will see a breakdown of these compulsory sections.

Criteria code	Response required	Reason for required answer
<b>Section 1: Legal Representative Declaration</b>		
<b>1.1 – 1.2 (all)</b>	All sections must be complete	A signature is required
<b>Section 2: Organisation Details</b>		
<b>2.1</b>	All sections must be complete	Full Organisation details are essential
<b>Section 3: Organisation Activity</b>		
<b>3.1</b>	No	A satellite centre would need to appeal an automatic rejection and provide evidence of good conduct
<b>3.2</b>	No	A satellite centre would need to appeal an automatic rejection and provide evidence of good conduct
<b>Section 5: Health and Safety</b>		
<b>5.1 – 5.8 (all)</b>	Yes	This protects the wellbeing of the Satellite Centre staff, learners and any other visitors.
<b>Section 6: Quality Assurance</b>		
<b>6.1 – 6.6 (all)</b>	Yes	These criteria are essential for a Satellite Centre to be able to deliver ESB International qualifications in line with our regulators.
<b>Section 7: Resources</b>		
<b>7.1 – 7.6 (all)</b>	Yes	The criteria in section 7 are essential for the delivery of ESB International qualifications

### **Evidence required**

*For the below listed sections, evidence is required for the application to move forward. The evidence provided must be reviewed and deemed acceptable by you, the Centre.*

Criteria code	Examples of evidence required
<b>Section 1: Legal Representative Declaration</b>	
<b>5.8</b>	Health and Safety documentation/ policies
<b>Section 6: Quality Assurance</b>	
<b>6.1</b>	Privacy Policy, Data Protection Policy
<b>6.2</b>	Special Consideration and Reasonable Adjustments Policy or Procedure
<b>6.3</b>	Managing Malpractice Process/Procedure/Policy

6.6	Any policies related to requirements listed within this question
<b>Section 7: Resources</b>	
7.5	Staff application forms including CVs, IDs, references, certificates etc.
7.6	Staff induction documentation
<b>Section 8: Photographic Evidence</b>	
8.1 – 8.5 (all)	At least two adequate photographs attached for each question

- If any of the above criteria are not met, the application is immediately rejected and this is the end of the review process.
- If all of the above criteria are met, go to **Step 2**.

### **Step 2 – Assess the risk**

Once you are confident that all criteria in **Step 1** are fulfilled and satisfactory, the next stage is to assess what risk the Organisation would pose as a Satellite Centre based on experience and expertise.

- If the Organisation type is not listed in the table below, go to **Step 3**.
- If the Organisation type is listed in the table below, the Organisation can move to Part 2, Oral Assessor Training and Standardisation, and this is the end of the review process.

Criteria Code	Types of Organisations that can be automatically approved
2.2 & 2.3	Government funded High School, Secondary School, College <b>or</b> University

### **Step 3 – Points system**

At this stage, in order to be accepted as a Satellite Centre the application must total a minimum of **20** points, based on the criteria below.

Criteria code	Response required	Points assigned if met
<b>Section 2: Organisation Details</b>		
2.3	Yes	5
<b>Section 3: Organisation Activity</b>		
3.2	No	5
3.3 a)	Yes	10
3.3 b)	LAMDA	5
	Gateway	5
	Trinity College London	5
		5
3.4 a)	Yes	5
3.5	Yes	10
3.6 a)	Yes	10

<b>3.6 b)</b>	Yes	10
<b>3.7 a)</b>	0 – 50	0
	51 - 200	5
	201 - 500	10
	501 or over	15
<b>3.12</b>	Yes	5

- *If the Organisation has not reached **20** points in **Step 3** then the application is rejected.*
- *If the Organisation has met all criteria in **Step 1** and reached **20** points in **Step 3**, they can now be approved as a satellite centre.*

If at any point during the review process some criteria are not met but you would still like ESB International to consider the application, please send the Satellite Centre Application Form to the Quality Assurance team at ESB International for review with sufficient additional evidence of the satellite centre's good standing. [QualityAssurance@esbuk.org](mailto:QualityAssurance@esbuk.org)

# **International centre guidance for adapted English Speaking Board (International) Ltd. Speech assessments: Synchronous adaptation using video conferencing**

## **Contents**

1. Introduction .....	2
2. Content and form of the assessment: Synchronous assessment using video conferencing .....	2
3. Setting up adapted assessments .....	2
4. Accommodating learners with special educational needs and disabilities .....	3
5. Security of assessment.....	3
6. Booking and planning assessments .....	3
7. Data Protection .....	4
8. Frequently Asked Questions .....	4

## 1. Introduction

This guidance is for teachers and support staff, to prepare for occasions when ESB International Speech assessments cannot be held in person with the assessor coming to the centre.

The assessment has the same content and procedure as face-to-face assessments. This adaptation covers the following situations: 1) learners and teachers can be together in class but the assessor cannot travel to or enter the centre, 2) teaching and learning are now taking place remotely.

## 2. Content and form of the assessment: Synchronous assessment using video conferencing

Synchronous adapted assessments follow the same format as the face-to-face assessment.

### Presentations

Learners can:

- 1) share their screens to show a PowerPoint or Prezi presentation. Please train learners how to do this, and how to still be visible to the assessor.
- 2) send their presentations to the tutor, who can send it to the assessor. The learner can then refer to it in their talk, but remain in full screen.
- 3) use a whiteboard or display board and stand back from the camera **if** this does not affect the sound quality. Check this with your learners before the assessment.

### Choice of text to read aloud

The teacher can choose the part of the chosen extract for the learner to read aloud, with the agreement of the assessor.

## 3. Setting up adapted assessments

Centres are likely to already be using a safe and secure video conferencing platform, which is used for the assessment.

As a centre, you are responsible for:

- ensuring that all the learners, the teacher and the assessor can access the platform;
- ensuring the platform conforms to the centre's safeguarding, security and privacy policies;
- booking the call and setting it up; **and**
- arranging a short practice call with the assessor at least 24 hours before the assessment.

It is the responsibility of the centre to ensure that an ESB International assessor can clearly see and hear the learners' performance during the video conference.

If the assessment takes place in a classroom or IT room with most or all of the learners, and you are using a laptop, or a desktop with camera and microphone, you should be able to move the device so that the learners can be seen and heard when they are speaking individually, and the group can be seen and heard when they are asking questions or discussing together. Please provide the login details to the assessor 24 hours in advance.

- Please remember that the assessor needs to be able to see and hear the learners' performances clearly to award valid grades.
- Ensure the room is quiet and the door is shut.
- There should be no mobile phones, smartwatches, technology with communication storage, or unauthorised notes or revision materials in the room, apart from those required for the assessment.
- The assessment area should be well-lit without dark shadows or bright light. Learners should not be silhouetted against bright light so their faces are in darkness.
- The learner should be in the centre of the screen and the assessor should be able to see their head and upper body.

#### **4. Accommodating learners with special educational needs and disabilities**

Where learners have an agreed reasonable adjustment, the assessment should be conducted accordingly. For further information about our policy in relation to reasonable adjustments, please visit: <https://esbuk.org/web/app/uploads/2021/09/ESB-POL-C10-Reasonable-Adjustments-and-Special-Considerations-Policy-v7.pdf>. Please contact [product@esbuk.org](mailto:product@esbuk.org) if you wish to discuss further.

#### **5. Security of assessment**

The assessor will check the learner's names and identity at the start of the assessment and if they are not in their centres, will remind learners that they must not have mobile phones, smartwatches, technology with communication storage, or unauthorised notes or revision materials in the same room. Assessors will be observing learners throughout the assessment and will identify any inconsistencies in performance that may indicate malpractice, which will then be pursued following the ESB International Preventing and Managing Malpractice and Maladministration Policy which can be seen at <https://esbuk.org/web/app/uploads/2019/06/ESB-POL-05-Malpractice-and-Maladministration-Policy-v3.pdf>

#### **6. Booking and planning assessments**

Please book your assessment as normal. If you know that an assessment cannot take place in person because of local conditions, contact customer experience at [customer@esbuk.org](mailto:customer@esbuk.org) as soon as possible. If assessment has to take place remotely, you need to:

- Make contact with the assessor at least 48 hours before the assessment date. The assessor will contact the named person at the centre, and you can also find your assessor's contact details on the Hub.
- Send the video conferencing details to the assessor.

- Have a practice meeting online with the assessor 24 hours before the assessment.
- Send the assessor the list of topics and extracts.
- Hold the assessment at the booked time.
- Results and certificates will be issued as normal.

## 7. Data Protection

It is the centre's responsibility to ensure that any personal data, including that of learners, teachers and assessors, is protected.

This includes:

- Deleting any recorded data from the hardware of the computer it was recorded on and stored securely until it is no longer needed, at which point it should be deleted securely.
- Deleting any saved text conversations from the hardware of the computer it was recorded on and stored securely until it is no longer needed, at which point it should be deleted securely.

## 8. Frequently Asked Questions

**Q: Do I need to prepare my learners differently for an adapted assessment?**

A: No. You should prepare learners for the assessment as you have done previously. There is no need to change your teaching for an adapted Speech qualification. It would be helpful if you could complete some mock or practice assessments using your usual online delivery platform before an online assessment, so that your learners know what to expect.

**Q: Are there any significant changes to the sections of an adapted Speech assessment?**

A: No, the assessment tasks remain the same.

**Q: Are there any changes to the timings of an adapted Speech assessment?**

A: No. There are no changes to the timings of the assessment.

**Q: Are there any changes to the learning objectives and assessment criteria of an adapted Speech assessment?**

A: No. The learning objectives and assessment criteria remain exactly the same for each qualification.

**Q: Can my learners still use a visual aid for their talk?**

A: Learners can still use PowerPoint presentation or a display board as a visual aid. If they are using a PowerPoint presentation, they can share the screen. All images should be seen clearly by the assessor.

**Q: Do we need to have an adult present for our learners who are under 18 or vulnerable adults?**

Yes, a tutor or other staff member needs to be on the video call.

### Further Information

If centre staff have any questions about delivering adapted Speech assessments or the contents of this document, please contact [product@esbuk.org](mailto:product@esbuk.org).

**English Speaking Board (International) Ltd.**

9 Hattersley Court, Ormskirk  
Lancashire L39 2AY  
Tel: (+44) 01695 573439  
Web: [www.esbuk.org](http://www.esbuk.org)  
Email:  
[customer@esbuk.org](mailto:customer@esbuk.org)

©English Speaking Board (International) Ltd

ESB International reserves the right to change products and services periodically. Every effort has been made to ensure that Information contained in publications is fully accurate at the time of going to press, however, our most up to date versions of all publications / policies are to be found on our website [www.esbuk.org](http://www.esbuk.org)

Registered in England Company No. 01269980  
Registered as a Charity No. 272565