

# **'My ESB' User Guide**

## **ESOL Centres**



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## Glossary

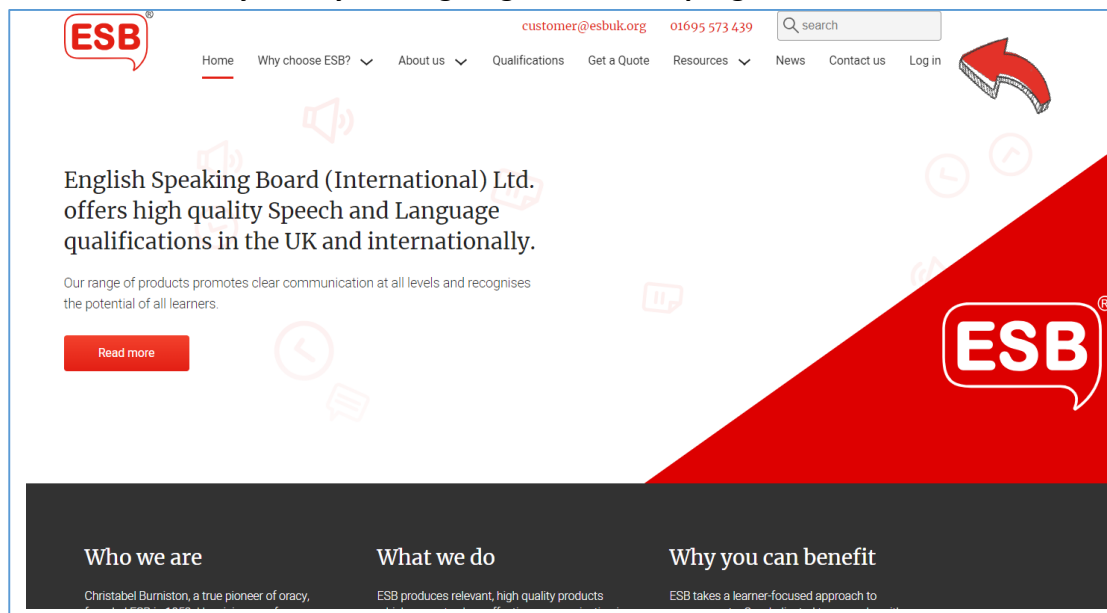
<b>Candidate management</b>	You can upload your candidates from a spreadsheet straight into the required session or you can move candidates by 'dragging and dropping' their names into the desired session.
<b>Centre details</b>	All your centre information is here. You will be responsible for updating your own centre details.
<b>Confirmed bookings</b>	Here you will find all the exams you have booked. You will be able to amend your bookings here, manage candidates, apply for reasonable adjustments and download candidate reports.
<b>IT Support</b>	Here you can submit any queries and screenshots to our IT department who will respond to your enquiry as soon as possible.
<b>Minimum Fee (where applicable)</b>	This will now act as a deposit. The centre will be invoiced for the minimum fee prior to the assessment taking place. If there are remaining fees to be paid these will be invoiced as usual after the assessment.
<b>My ESB</b>	This is your hub where you can make and manage all your bookings, request Reasonable Adjustments, manage candidates, update your centre details and access online resources and IT support. You can access My ESB by clicking 'Log In' on our website.
<b>Online compliance</b>	New centres to ESB can now complete all compliance and registration activities online
<b>Peak Period</b>	Summer Peak Period: May, June and July
<b>Pending bookings</b>	Your bookings are pending until the assigned assessor accepts the assessment invitation. Here you can also track the progress of your bookings.
<b>Previous bookings</b>	History of completed bookings will be saved here. Any cancelled bookings will also be saved here.
<b>Quote</b>	Here you can simply get a quote based on minimal information to see prices, whether you are a ESB centre or not. Quotes can be saved for up to 28 days. You can convert quotes into bookings via your 'Saved Quotes'.
<b>Request Reasonable Adjustment</b>	Reasonable Adjustments for individual candidates are requested through the Candidate Management tab.
<b>Saved bookings</b>	Incomplete bookings can be saved for you to complete at a later date.

## Booking

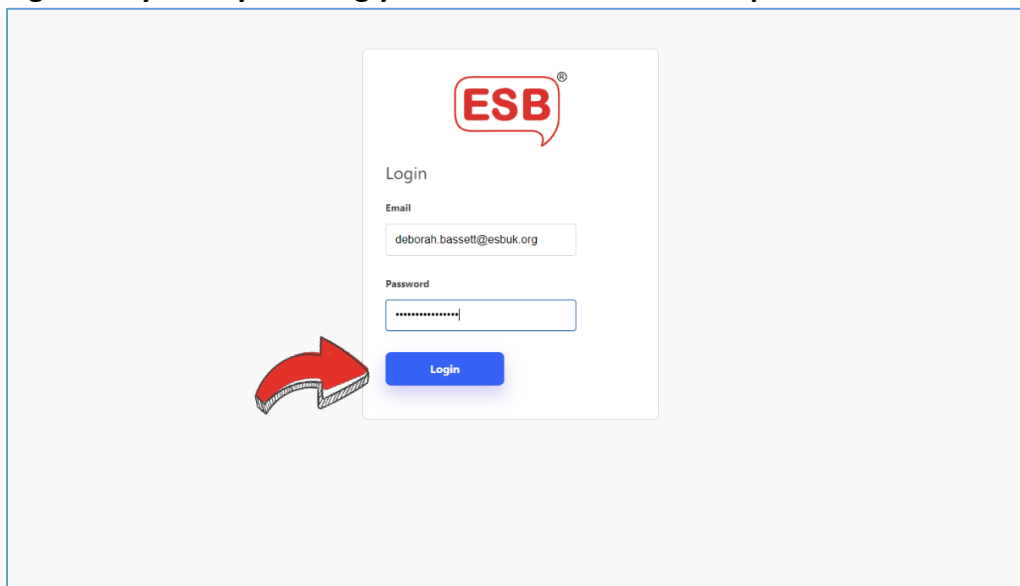
We've simplified the way you book assessments with us.

My ESB is designed to be intuitive, so that the process is easy to follow and fuss-free. However, we have put together some step-by-step diagrams to introduce you to the new way of booking.

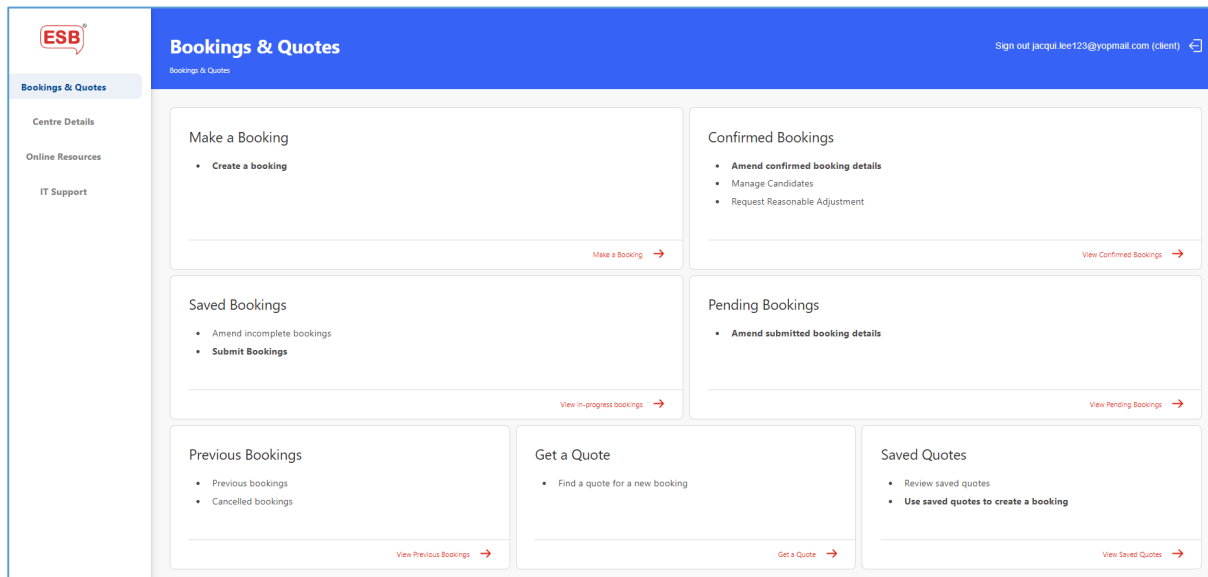
### 1. You can access My ESB by clicking 'Log in' on the top-right of our website.



### Log into My ESB by entering your ESB email address and password.

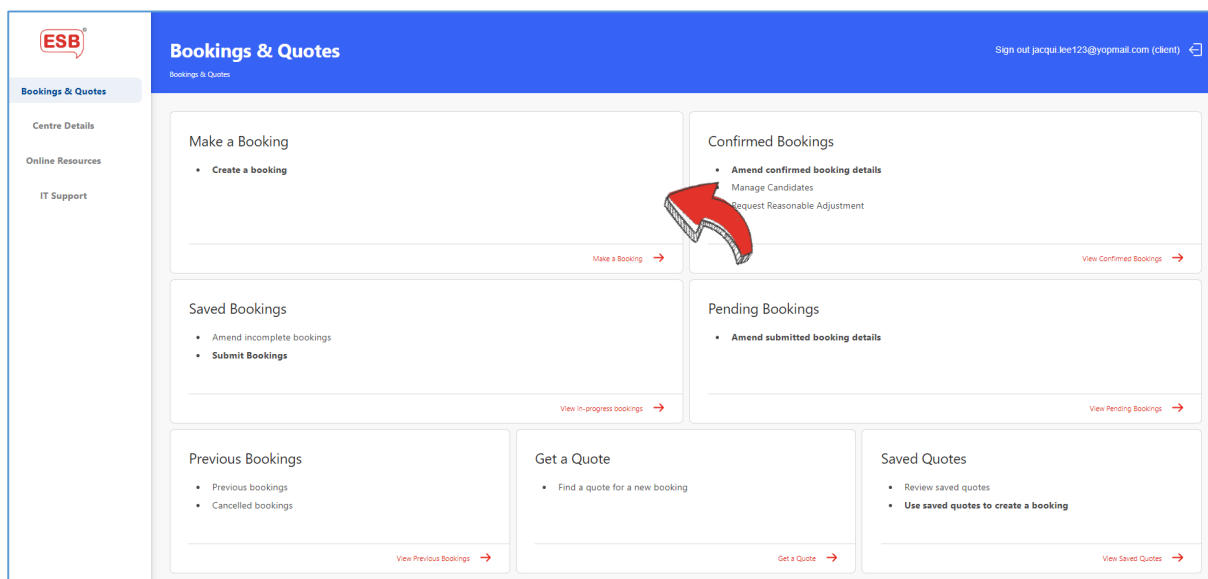


Welcome to My ESB. This is your hub where you can make and manage all your bookings, request Reasonable Adjustments, manage candidates, update your centre details and access online resources and IT support.



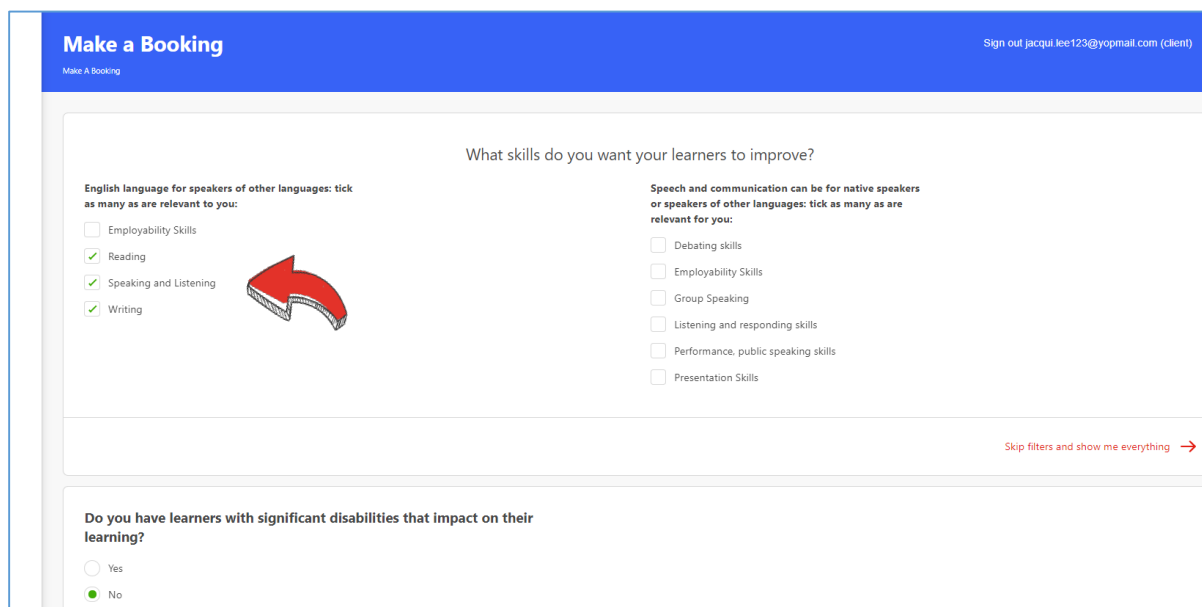
*This is what your 'My ESB' hub will look like.*

## 2. Click on the segment called 'Make a Booking'.



This will take you to the filter questions.

3. To narrow down the list of qualifications you would like to book, please click the skills you want your learners to improve on the left-hand side.



**Make a Booking** Sign out jacqui.lee123@yopmail.com (client)

What skills do you want your learners to improve?

English language for speakers of other languages: tick as many as are relevant to you:

- ☐ Employability Skills
- ☒ Reading
- ☒ Speaking and Listening
- ☒ Writing

Speech and communication can be for native speakers or speakers of other languages: tick as many as are relevant for you:

- ☐ Debating skills
- ☐ Employability Skills
- ☐ Group Speaking
- ☐ Listening and responding skills
- ☐ Performance, public speaking skills
- ☐ Presentation Skills

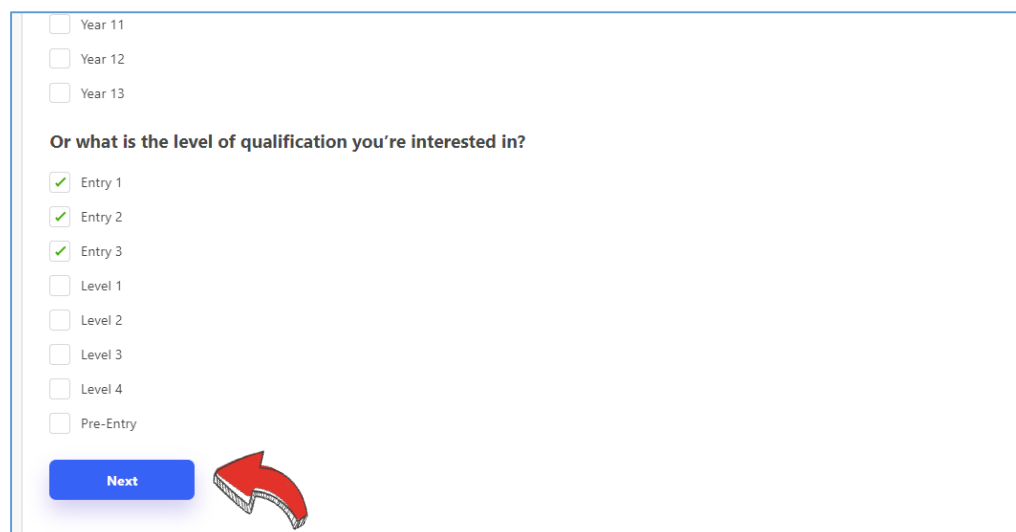
[Skip filters and show me everything](#) →

Do you have learners with significant disabilities that impact on their learning?

☐ Yes

☒ No

4. Once you have answered some of the filter questions, click 'Next' at the bottom.



☐ Year 11

☐ Year 12

☐ Year 13

Or what is the level of qualification you're interested in?

- ☒ Entry 1
- ☒ Entry 2
- ☒ Entry 3
- ☐ Level 1
- ☐ Level 2
- ☐ Level 3
- ☐ Level 4
- ☐ Pre-Entry

**Next**

**5. Select the qualification(s) you would like to book to add it to your 'basket'.**



See details

Language - Reading and Writing

☐ ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 1)  
[See details](#)

Language - Reading and Writing

☒ ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 2)  
[See details](#)

Language - Reading and Writing

☒ ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 3)  
[See details](#)

Language - Speaking and Listening

☐ ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 1)  
[See details](#)

Language - Speaking and Listening

☒ ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)

**Selected Qualifications**

ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 2)  
£12.00

ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 3)  
£12.00

[Continue](#)

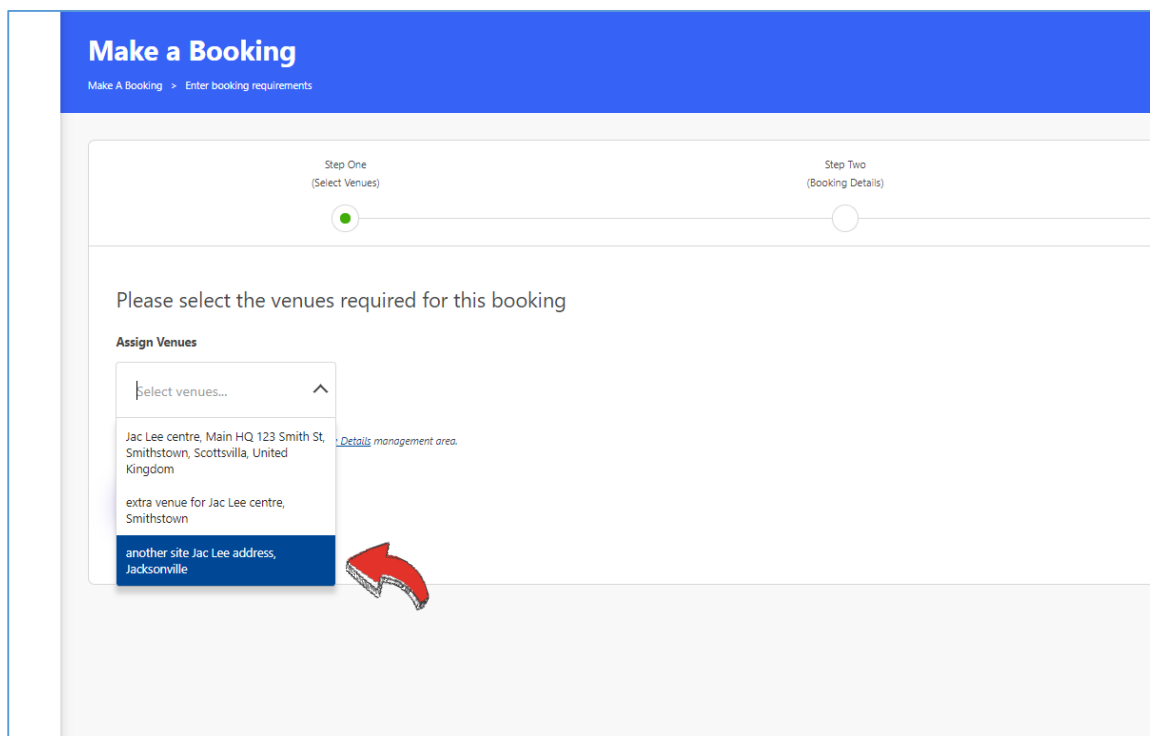
**Need help with funding?**

The Christabel Burniston Fund was established in honour of ESB's founder Christabel Burniston MBE.

[Get in touch](#)

**6. Click 'Continue'**

**7. Select your assessment venue from the drop-down menu and click 'Next'.**



**Make a Booking**

Make A Booking > Enter booking requirements

Step One (Select Venues)

Step Two (Booking Details)

Please select the venues required for this booking

**Assign Venues**

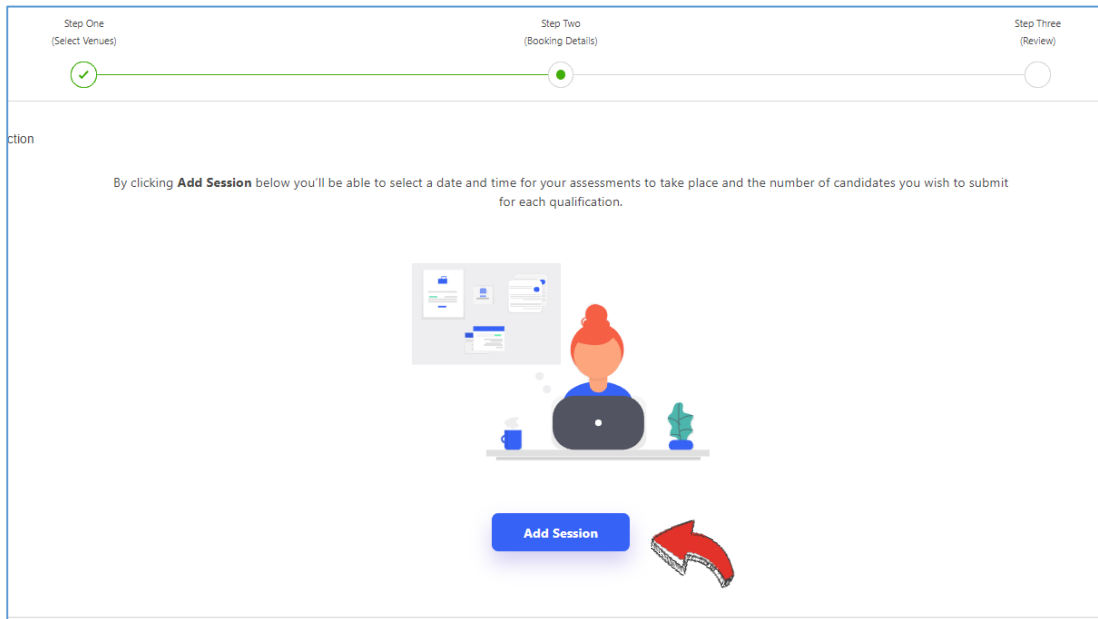
Select venues...

Jac Lee centre, Main HQ 123 Smith St, Smithtown, Scottsville, United Kingdom [Details management area.](#)

extra venue for Jac Lee centre, Smithtown

**another site Jac Lee address, Jacksonville**

**8. To begin creating a session for your selected qualification, click 'Add Session'**



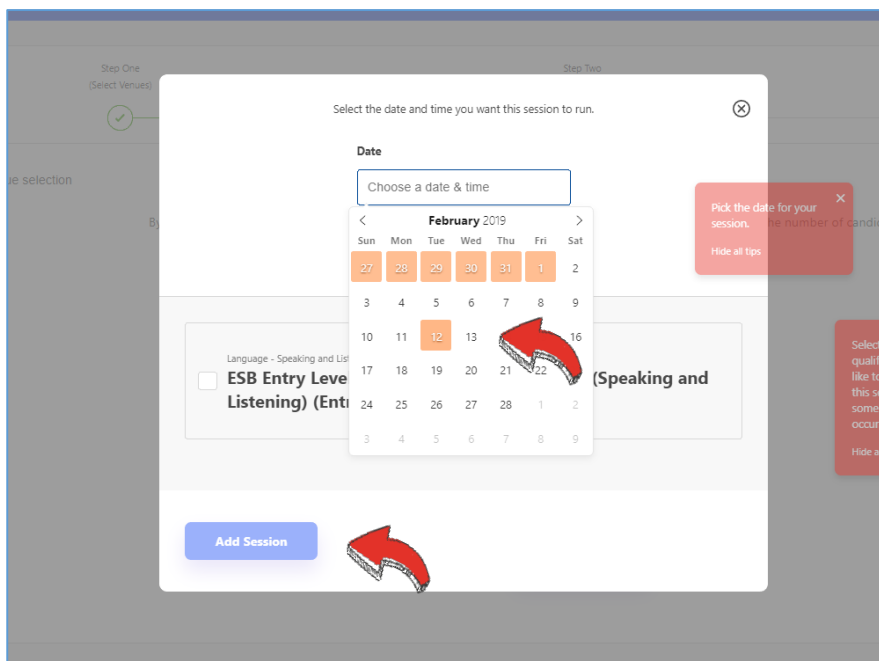
Step One (Select Venues) Step Two (Booking Details) Step Three (Review)

ction

By clicking **Add Session** below you'll be able to select a date and time for your assessments to take place and the number of candidates you wish to submit for each qualification.

**Add Session**

9. If you only want to book one qualification, simply select a time and date from the mini calendar, tick your qualification and click 'Add Session'.



Select the date and time you want this session to run.

Choose a date & time

February 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

Language - Speaking and Listening

☐ ESB Entry Level Listening (Ent)

☐ ESB Entry Level Speaking and Listening (Speaking and)

**Add Session**

Pick the date for your session. The number of candidates you wish to submit for this session will be displayed on the right.

Select a qualification like to book this session. Some sessions may occur.



Please note that we have a 28-day minimum booking period for Speaking & Listening assessments and a two-day minimum booking period for Reading and Writing assessments, so these dates will appear as amber during non-peak periods, and red in peak periods.

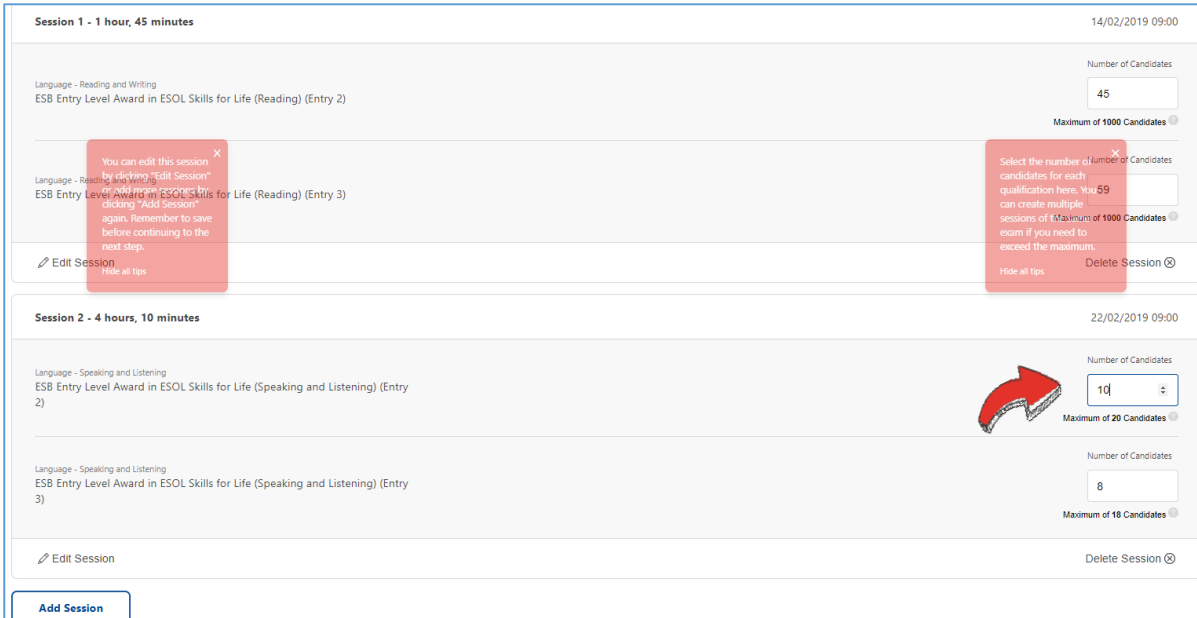
10. Please note that you will not be able to enter different modes (eg. Reading and Speaking & Listening) into the same session, as a new assessor or marker must be assigned for each mode.

You can, however, select multiple levels of the same mode to be in one session, as shown below.

Select a time and date using the mini calendar, and click 'Add Session'.

11. To continue adding sessions, click 'Add Session' and follow Step 10 for your remaining qualifications.

**12. Enter your desired number of candidates for each qualification in the box provided. It will give you the maximum number of candidates you can enter for each assessment.**



**Session 1 - 1 hour, 45 minutes** 14/02/2019 09:00

Language - Reading and Writing  
ESB Entry Level Award in ESOL Skills for Life (Reading) (Entry 2)

Number of Candidates: 45  
Maximum of 1000 Candidates

**Session 2 - 4 hours, 10 minutes** 22/02/2019 09:00

Language - Speaking and Listening  
ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)

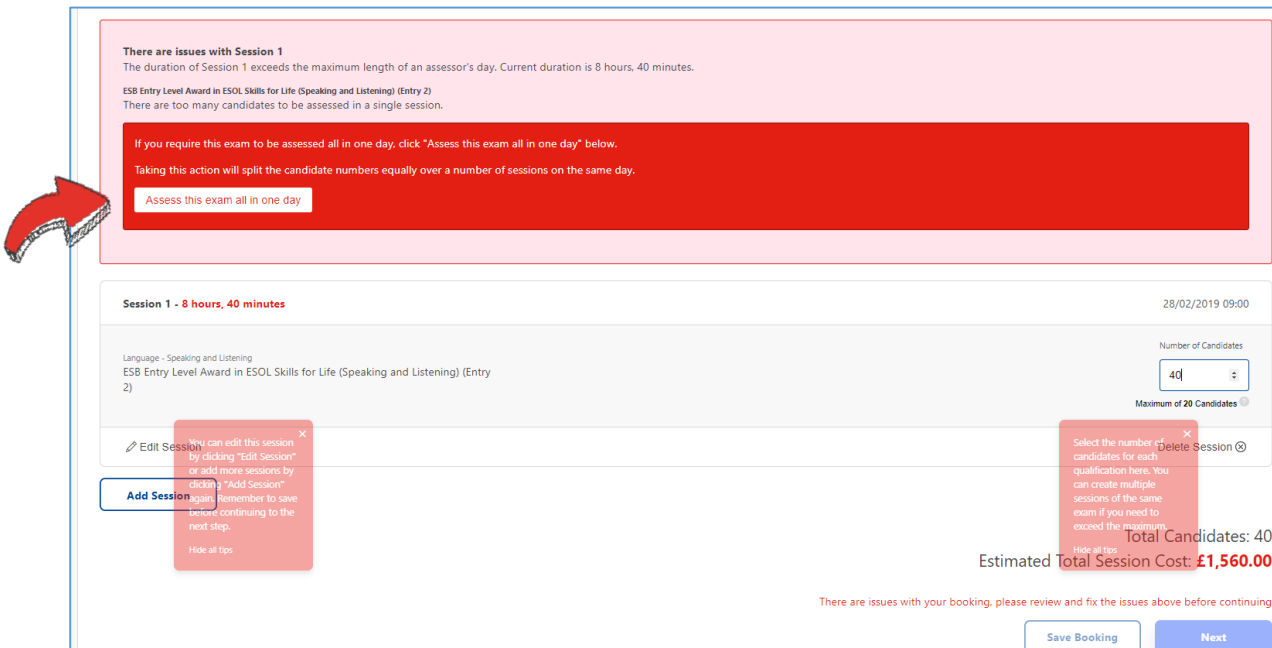
Number of Candidates: 10  
Maximum of 20 Candidates

Language - Speaking and Listening  
ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 3)

Number of Candidates: 8  
Maximum of 18 Candidates

[Add Session](#)

**TOP TIP:** If you would like more than one of the same qualification to be assessed in one day, My ESB will automatically split your sessions into sub-sessions if you exceed the maximum number of candidates and select the option to 'Assess the exam all in one day', as shown below:



**There are issues with Session 1**

The duration of Session 1 exceeds the maximum length of an assessor's day. Current duration is 8 hours, 40 minutes.

ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)

There are too many candidates to be assessed in a single session.

If you require this exam to be assessed all in one day, click "Assess this exam all in one day" below.

Taking this action will split the candidate numbers equally over a number of sessions on the same day.

[Assess this exam all in one day](#)

**Session 1 - 8 hours, 40 minutes** 28/02/2019 09:00

Language - Speaking and Listening  
ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)

Number of Candidates: 40  
Maximum of 20 Candidates

[Add Session](#)

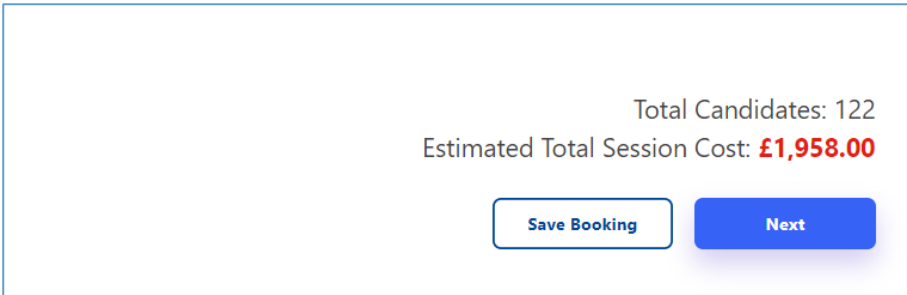
**Total Candidates: 40**  
**Estimated Total Session Cost: £1,560.00**

There are issues with your booking, please review and fix the issues above before continuing

[Save Booking](#) [Next](#)

13. Inputting your candidate numbers will automatically change your estimated total cost shown at the bottom right of your screen.

Click 'Next' to proceed with your booking, or 'Save' it to confirm the booking at a later date.

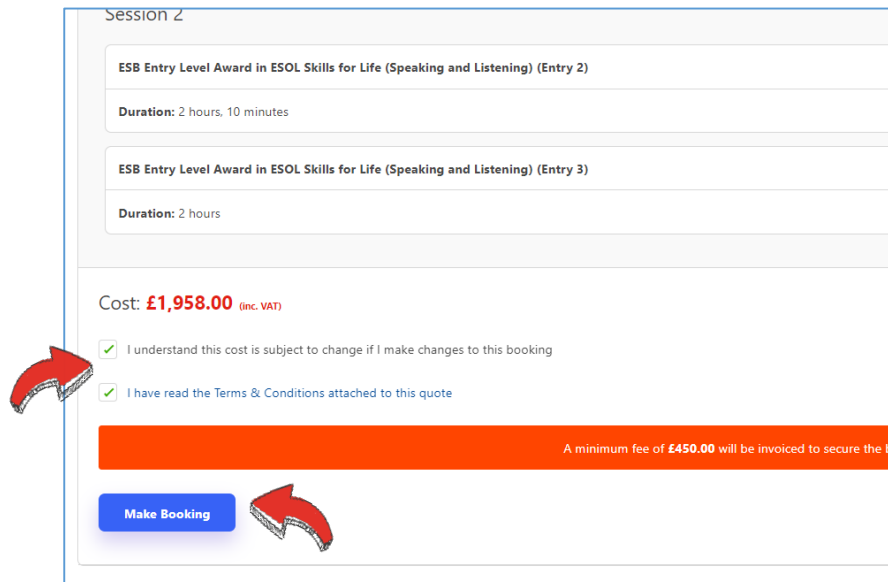


Total Candidates: 122  
Estimated Total Session Cost: **£1,958.00**

[Save Booking](#) [Next](#)

14. You will then be asked to review your booking details, before clicking to confirm that you have read the Terms & Conditions and you understand that your total cost is subject to change if alterations are made to the booking.

Once you are happy, click 'Make Booking' to submit your booking.



Session 2

ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)  
Duration: 2 hours, 10 minutes

ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 3)  
Duration: 2 hours

Cost: **£1,958.00** (inc. VAT)

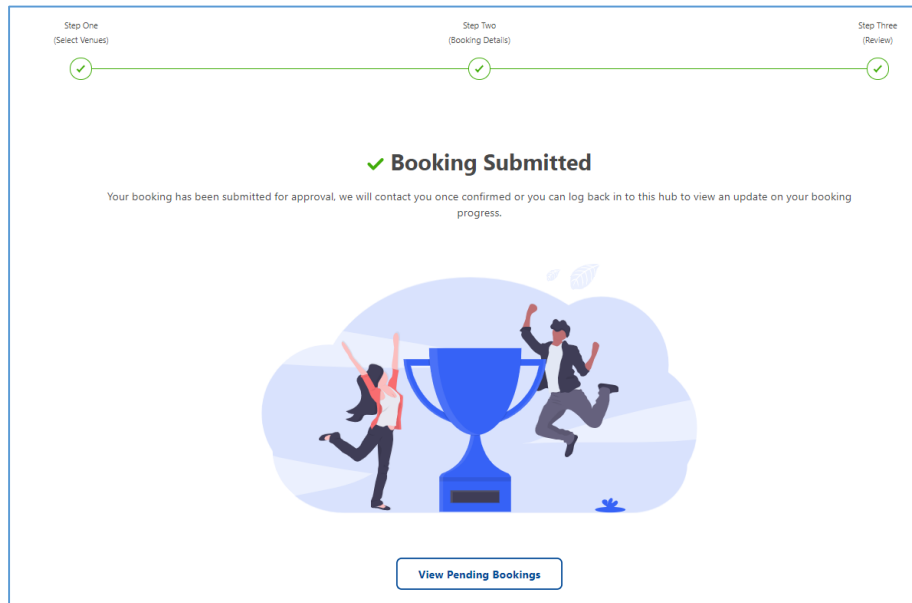
☒ I understand this cost is subject to change if I make changes to this booking  
☒ I have read the Terms & Conditions attached to this quote

A minimum fee of **£450.00** will be invoiced to secure the booking.

[Make Booking](#)

*Annotations: A red arrow points to the first checkbox, and another red arrow points to the 'Make Booking' button.*

## 15. Your booking has been submitted is now Pending.

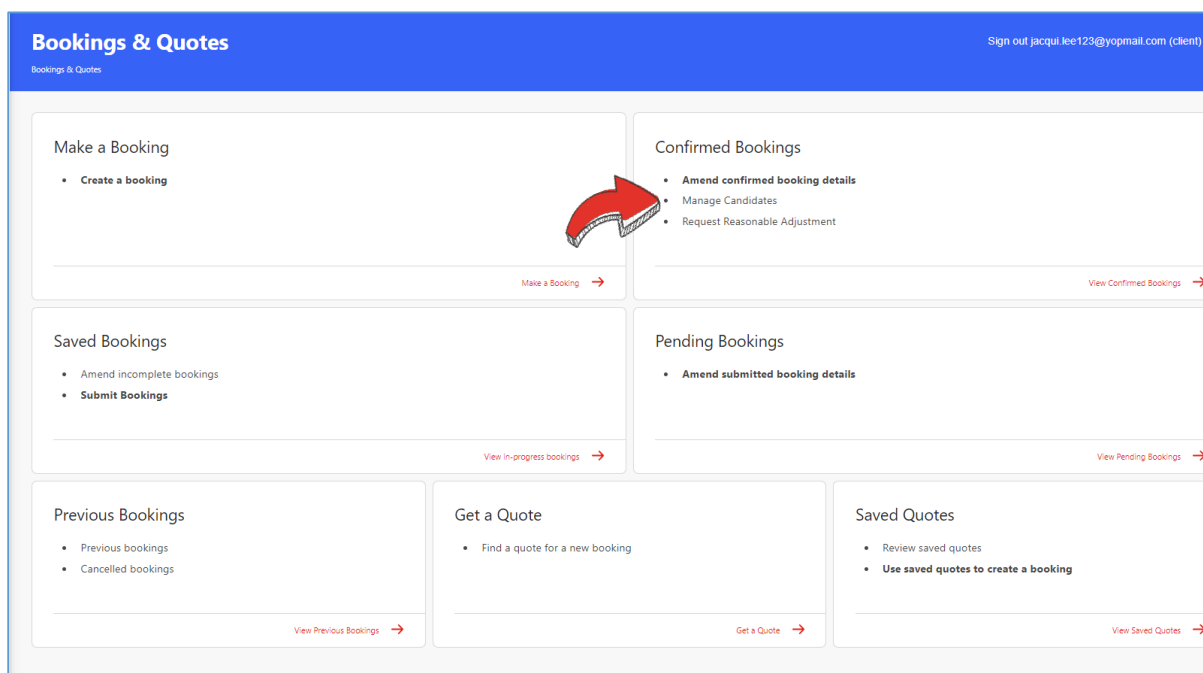


Once an assessor or marker has been assigned to the sessions, you will receive a notification that the booking has been confirmed. You can then begin managing your candidates and request Reasonable Adjustments in 'Confirmed Bookings'.

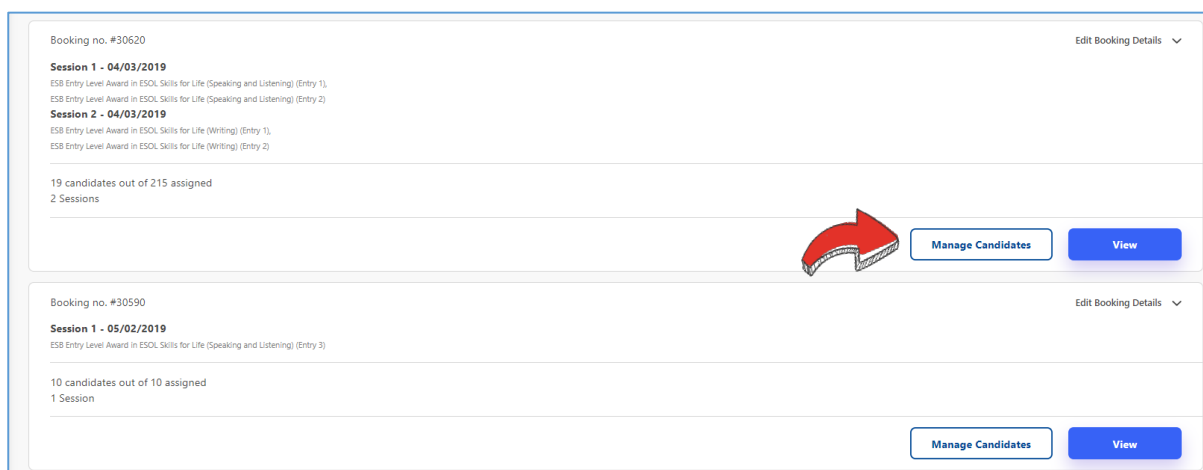
## Candidate Management

This is where you can upload and move your candidates into sessions. We've tried to make this part of the process as simple and quick as possible by using a 'drag and drop' system.

1. To manage your candidates in a confirmed booking, log into your My ESB hub and click on the segment called 'Confirmed Bookings'.

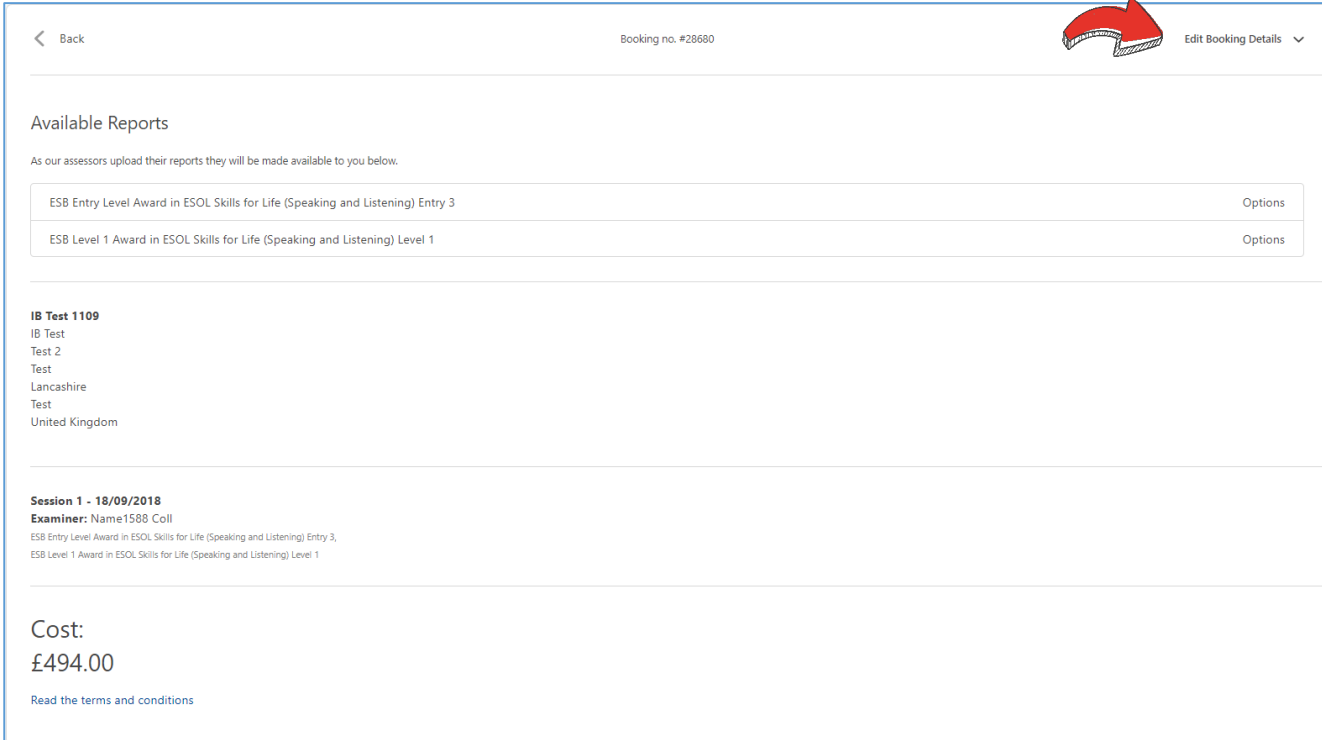


2. Find which booking you would like to manage candidates for and click the 'Manage Candidates' button.

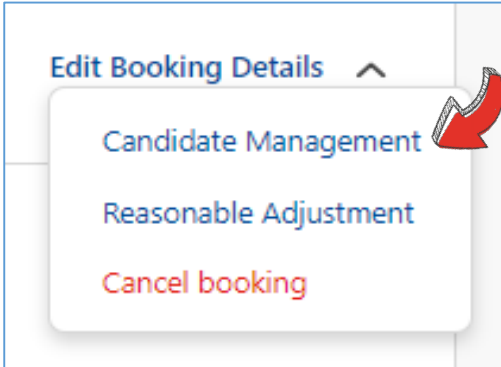


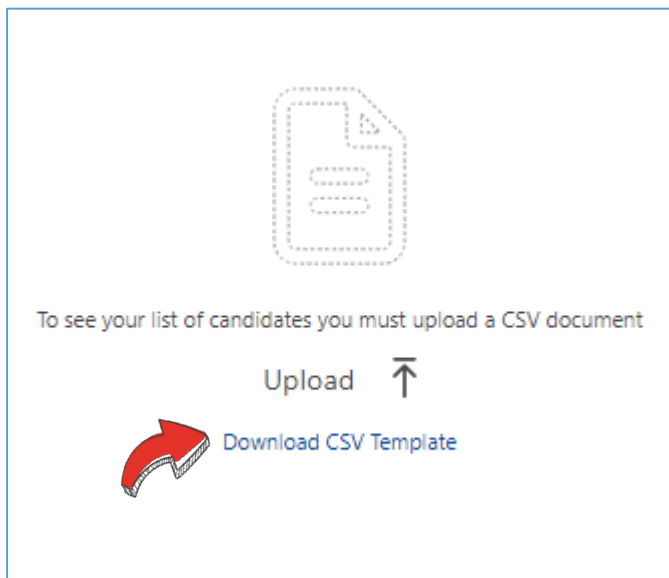
3. Here you will find all information related to the booking, including the session dates and times, assigned assessors and available reports (these will only be visible once the assessor has uploaded them).

Click 'Edit Booking Details' in the top-right corner of your screen.



4. From the drop-down menu, select 'Candidate Management'.





5. If the screen on the left appears, this means that no candidates have been submitted to the booking yet. In order to do this, please **'Download CSV Template'** and open the Excel worksheet after it downloads.

6. When you open the Downloaded CSV Template, you will see an example of how to input your candidate details.

Please enter the names of all of the candidates who you wish to be entered into this booking by following the same format as the example shown below (the spreadsheet is case-sensitive).

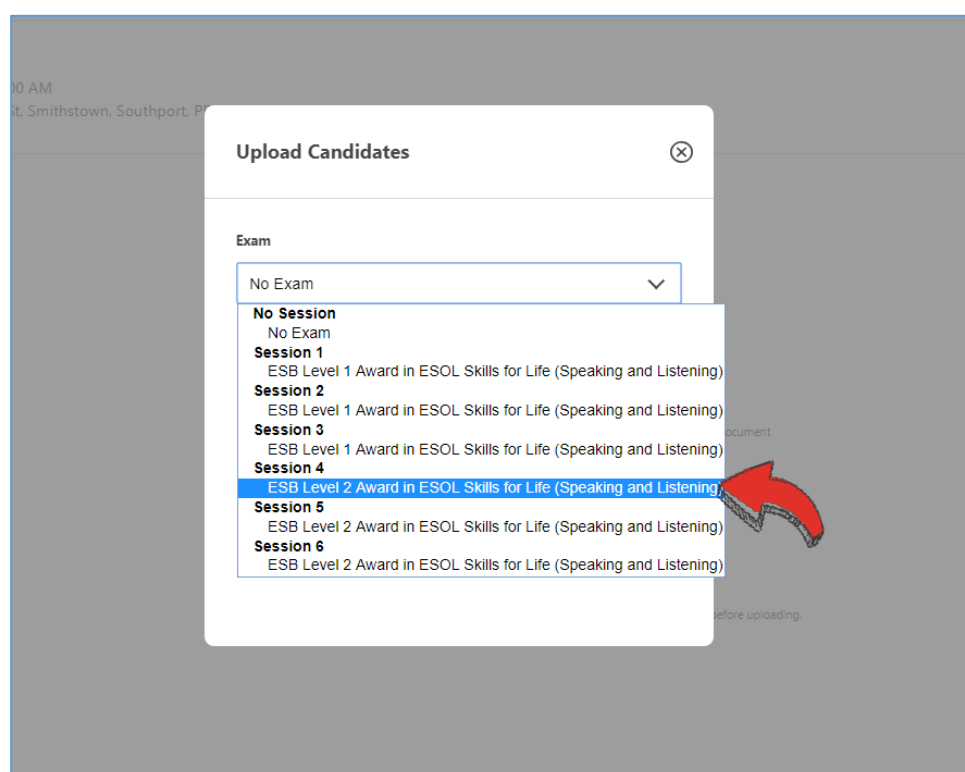
You can enter all candidates for multiple sessions within the booking, or create separate candidate files for each session.

	A	B	C	D	E	F	G	H	I	J
1	ULN	First Name	Last Name	Birth Date	Gender					
2	DELETE-TH	Example	Smith	28/12/2005	female					
3		Joe	Bloggs	10/05/1990	male					
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										

Save your list of candidate names (in its original CSV format). To upload it, please return to Step 5 and click 'Upload'.

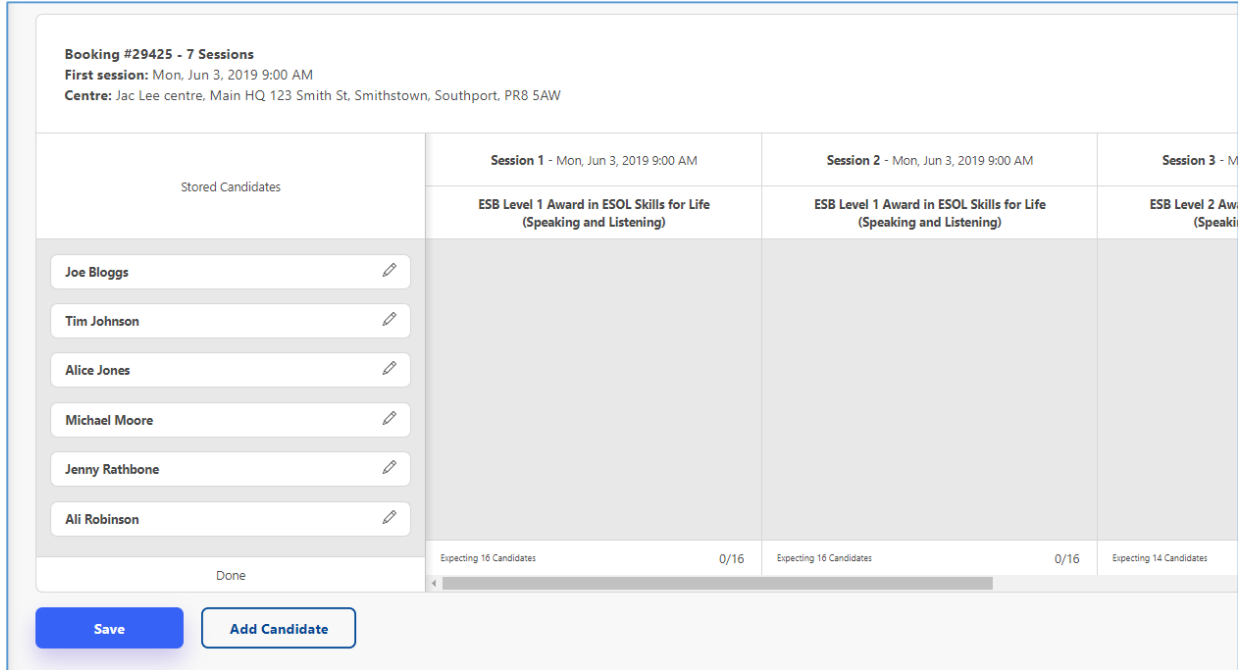
**TOP TIP:** Remember to delete the example row before saving your spreadsheet of candidate names.

7. It is now much easier to place candidates into assessment sessions. You can either upload all your candidates for all sessions at once and move them afterwards, or you can upload the candidate names straight into a specific session, by selecting the desired session from the drop-down menu, as shown below:





If you did not upload your candidates to a session, your My ESB hub will look like this:

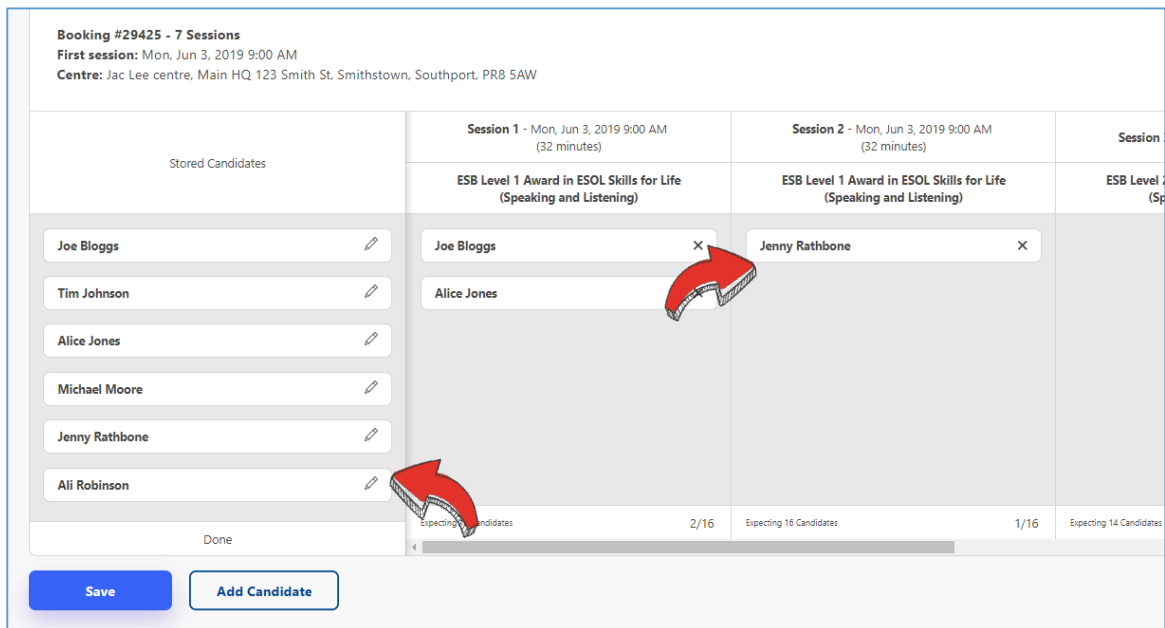


**Booking #29425 - 7 Sessions**  
**First session:** Mon, Jun 3, 2019 9:00 AM  
**Centre:** Jac Lee centre, Main HQ 123 Smith St, Smithstown, Southport, PR8 5AW

Stored Candidates	Session 1 - Mon, Jun 3, 2019 9:00 AM ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)	Session 2 - Mon, Jun 3, 2019 9:00 AM ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)	Session 3 - Mon, Jun 3, 2019 9:00 AM ESB Level 2 Award in ESOL Skills for Life (Speaking and Listening)
Joe Bloggs			
Tim Johnson			
Alice Jones			
Michael Moore			
Jenny Rathbone			
Ali Robinson			
Done	Expecting 16 Candidates 0/16	Expecting 16 Candidates 0/16	Expecting 14 Candidates

**Save** **Add Candidate**

8. To move candidates into the session you want, simply hover your mouse cursor over the candidate's name on the left, then click and drag to drop them into the desired session.



**Booking #29425 - 7 Sessions**  
**First session:** Mon, Jun 3, 2019 9:00 AM  
**Centre:** Jac Lee centre, Main HQ 123 Smith St, Smithstown, Southport, PR8 5AW

Stored Candidates	Session 1 - Mon, Jun 3, 2019 9:00 AM (32 minutes) ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)	Session 2 - Mon, Jun 3, 2019 9:00 AM (32 minutes) ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)	Session 3 - Mon, Jun 3, 2019 9:00 AM ESB Level 2 Award in ESOL Skills for Life (Speaking and Listening)
Joe Bloggs	Joe Bloggs	Jenny Rathbone	
Tim Johnson			
Alice Jones	Alice Jones		
Michael Moore			
Jenny Rathbone			
Ali Robinson			
Done	Expecting 16 Candidates 2/16	Expecting 16 Candidates 1/16	Expecting 14 Candidates

**Save** **Add Candidate**

**TOP TIP:** You can select multiple names and move them by clicking the names you would like to move, and simply clicking them into the session you want to enter them into (as shown below).

Booking #29425 - 7 Sessions  
 First session: Mon, Jun 3, 2019 9:00 AM  
 Centre: Jac Lee centre, Main HQ 123 Smith St, Smithstown, Southport, PR8 5AW

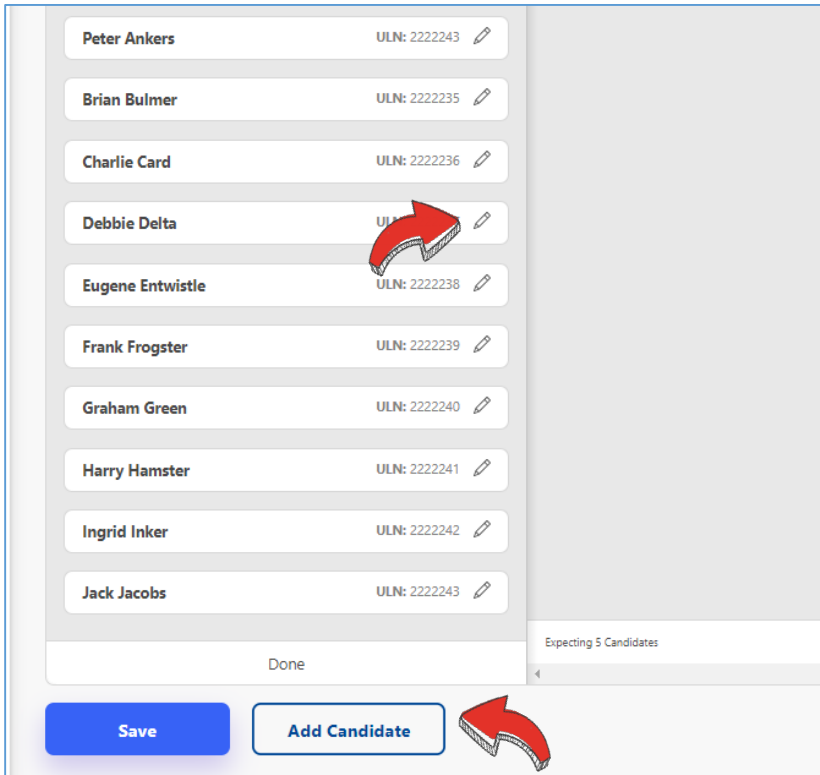
Stored Candidates	Session 1 - Mon, Jun 3, 2019 9:00 AM (32 minutes) ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)	Session 2 - Mon, Jun 3, 2019 9:00 AM (32 minutes) ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening)
Joe Bloggs	Move selection here	Move selection here
Tim Johnson	Joe Bloggs	Jenny Rathbone
Alice Jones	Alice Jones	
Michael Moore		
Jenny Rathbone		
Ali Robinson		
Done	Expecting 16 Candidates 2/16	Expecting 16 Candidates 1/16











Save Add Candidate

Remember that each assessment session will have a **maximum number of candidates**. This is determined by the type of assessment that you have booked and how many assessors have been confirmed to take the booking. You will not be able to add more candidates to the booking than the maximum number allocates, as shown below:

All Candidates	Session 1 - Wed, Nov 7, 2018 4:00 PM ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 1
D B	D B
I B	I B
N B	N B
C D	C D
R D	R D
I G	I G
K G	K G
Move Candidates	19/12 Too many candidates

9. You can edit individual candidates by clicking on the pencil icon next to their names to bring up editable fields for each candidate. You can also add candidates by clicking the option at the bottom of your screen.



Peter Ankers	ULN: 2222243	
Brian Bulmer	ULN: 2222235	
Charlie Card	ULN: 2222236	
Debbie Delta	ULN: 2222237	
Eugene Entwistle	ULN: 2222238	
Frank Frogster	ULN: 2222239	
Graham Green	ULN: 2222240	
Harry Hamster	ULN: 2222241	
Ingrid Inker	ULN: 2222242	
Jack Jacobs	ULN: 2222243	

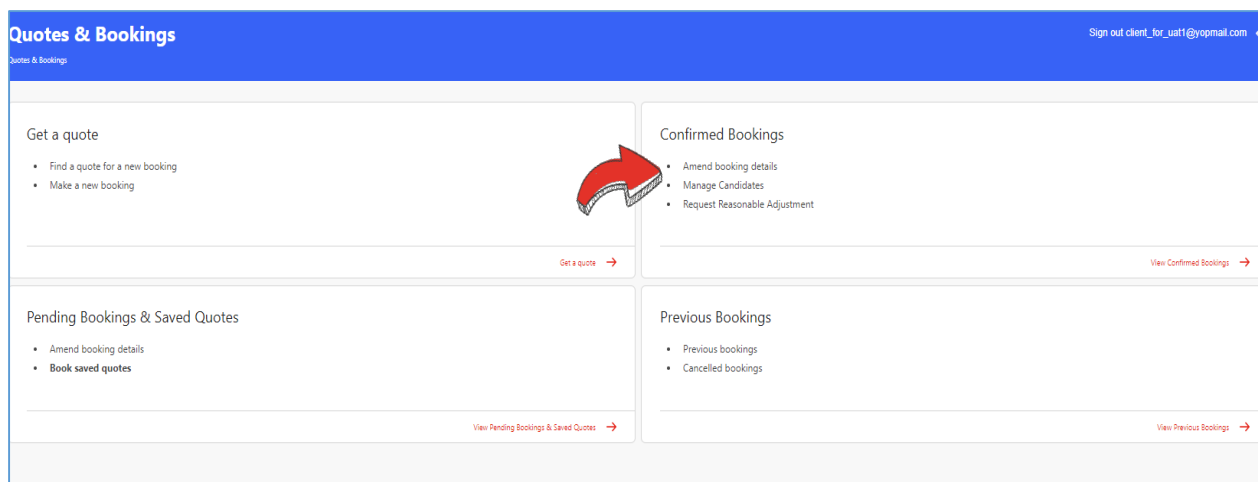
Done

Expecting 5 Candidates

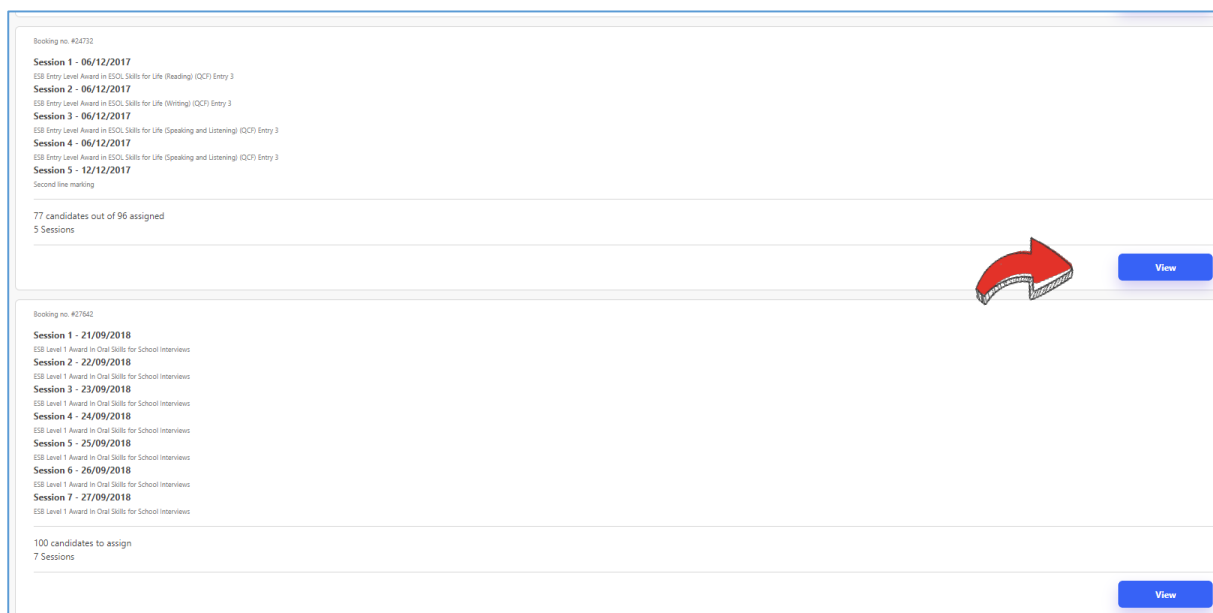
[Save](#) [Add Candidate](#)

## Reasonable Adjustments

1. To apply for a Reasonable Adjustment for one or more of your candidates, log in to your My ESB hub and click on the segment called 'Confirmed Bookings'.

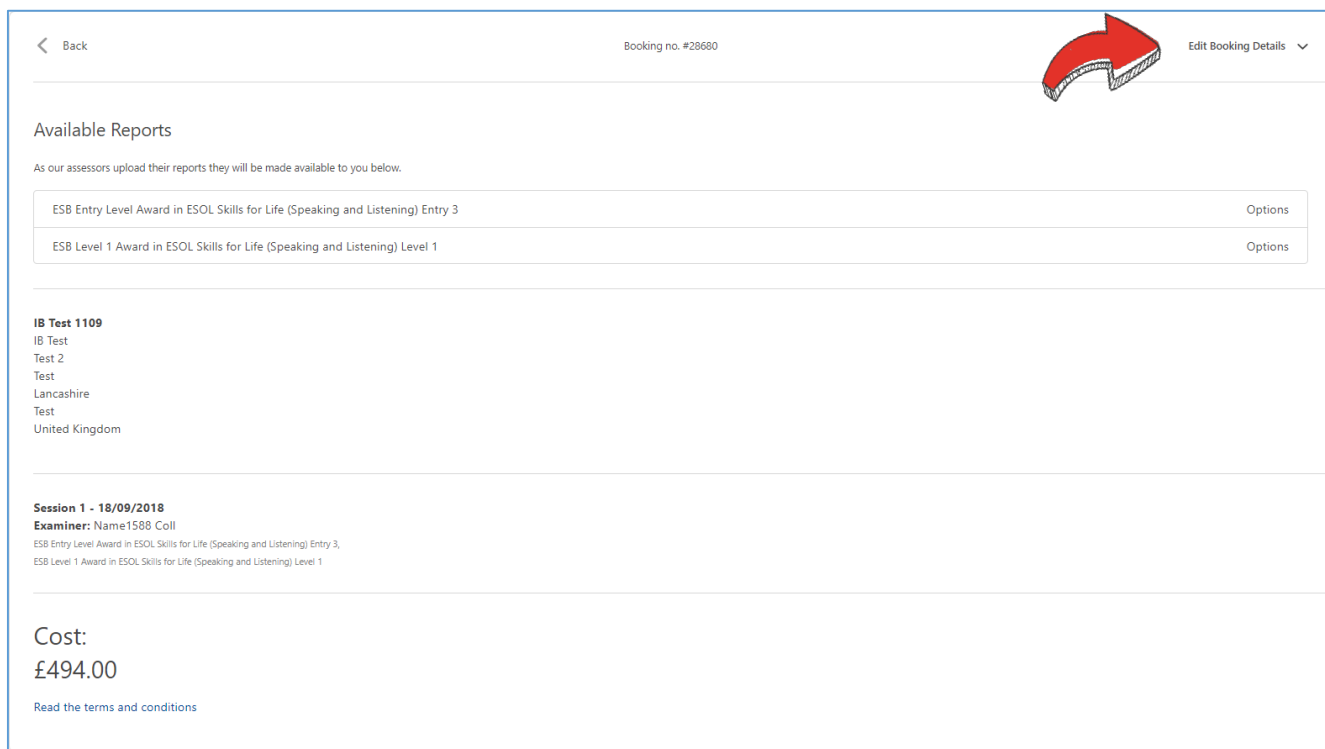


2. Select the booking in which you would like to apply a Reasonable Adjustment and click 'View' to open up the booking details.



3. Here you will find all information related to the booking, including the session dates and times, assigned assessors and available reports (these will only be visible once the assessor has uploaded them).

Click 'Edit Booking Details' in the top-right corner of your screen.



Back Booking no. #28680 Edit Booking Details

Available Reports

As our assessors upload their reports they will be made available to you below.

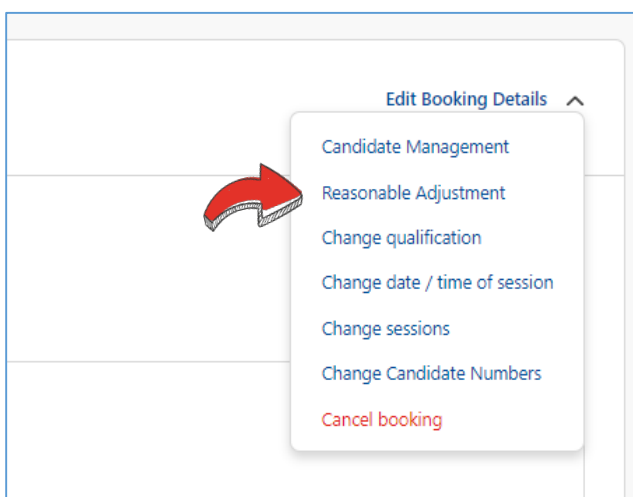
ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3	Options
ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1	Options

**IB Test 1109**  
 IB Test  
 Test 2  
 Test  
 Lancashire  
 Test  
 United Kingdom

**Session 1 - 18/09/2018**  
**Examiner:** Name1588 Coll  
 ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3,  
 ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1

Cost:  
 £494.00  
[Read the terms and conditions](#)

4. From the drop-down menu, select 'Reasonable Adjustment'.



Edit Booking Details

- Candidate Management
- Reasonable Adjustment
- Change qualification
- Change date / time of session
- Change sessions
- Change Candidate Numbers
- Cancel booking

5. Select 'Request Reasonable Adjustment' next to the candidate(s) you would like to request it for.

Booking #24668 - 1 Session First session: Wed, Oct 18, 2017 12:30 PM Centre: Orley Farm School, Address1865, Address992, Harr, PC730		Candidate Management Options ▾
First83197 Arav		Request Reasonable Adjustment
First8460 Dorr		Request Reasonable Adjustment
First103878 Hill		Request Reasonable Adjustment
First77011 Ishe		Request Reasonable Adjustment
First88670 Khus		Request Reasonable Adjustment
First77825 Lahi		Request Reasonable Adjustment
First80296 Parm		Request Reasonable Adjustment
First18368 Pate		Request Reasonable Adjustment

6. Select the condition and category of the Reasonable Adjustment, answer whether you have evidence from the three drop-down menus and click 'Submit for Approval'.

Booking #24668 - 1 Session First session: Wed, Oct 18, 2017 12:30 PM Centre: Orley Farm School, Address1865, Address992, Harr, PC730		Candidate Management Options ▾
First83197 Arav		Request Reasonable Adjustment
First8460 Dorr		Request Reasonable Adjustment
First103878 Hill <small>Dyslexia - 25% Extra Time (Learners in UK less than 2 Years, Non ESOL, SL, Only)</small>	<div>Dyslexia ▾</div> <div>25% Extra Time (Learners in UK less than 2 Years, Non ESOL, SL, Only) ▾</div> <div>Yes ▾</div>	<div>Submit for approval</div> <div>X</div>
First77011 Ishe		Request Reasonable Adjustment
First88670 Khus		Request Reasonable Adjustment
First77825 Lahi		Request Reasonable Adjustment

7. Your Reasonable Adjustment has now been submitted, and will either be approved by ESB or will be auto-approved, in which case this will show under the candidate name immediately.

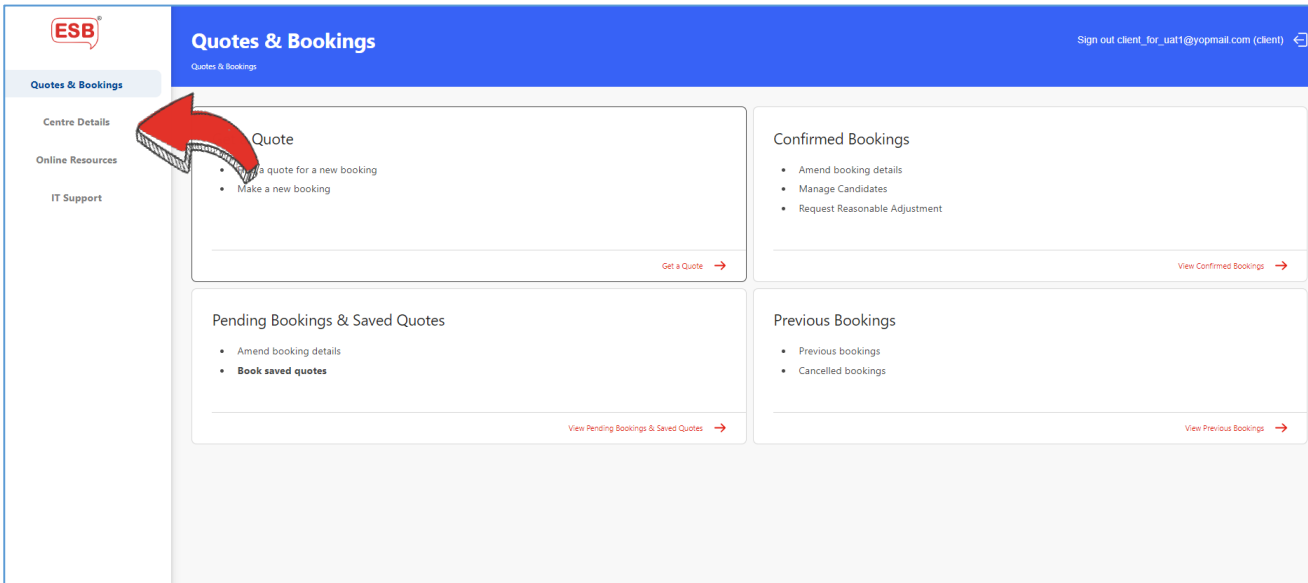
You can remove or change the Reasonable Adjustment at any time by clicking the option next to the affected candidate.

First83197 Arav	Request Reasonable Adjustment
First8460 Dorr	Request Reasonable Adjustment
First103878 Hill <small>Dyslexia - 25% Extra Time (Learners in UK less than 2 Years, Non ESOL, SL, Only)</small>	Remove / Change Reasonable Adjustment
First77011 Ishe	Request Reasonable Adjustment
First88670 Khus	Request Reasonable Adjustment

## Centre Details

This is where you will find all information for your centre and organiser. It is important that you complete this section, as you will not be able to begin booking assessments until you have entered your centre details.

1. To enter or update your centre details, log into your My ESB hub and click on 'Centre Details' on the left panel.



**ESB** Quotes & Bookings Sign out client\_for\_uat1@yopmail.com (client)

**Quotes & Bookings**

- Centre Details
- Online Resources
- IT Support

**Quote**

- [Get a quote for a new booking](#)
- [Make a new booking](#)

[Get a Quote](#) →

**Confirmed Bookings**

- [Amend booking details](#)
- [Manage Candidates](#)
- [Request Reasonable Adjustment](#)

[View Confirmed Bookings](#) →

**Pending Bookings & Saved Quotes**

- [Amend booking details](#)
- [Book saved quotes](#)

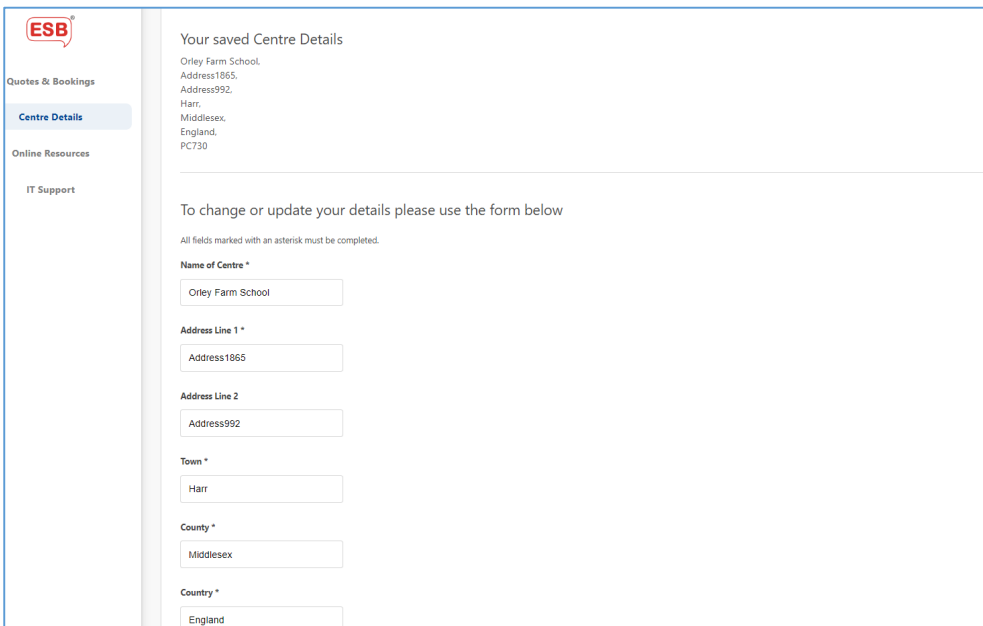
[View Pending Bookings & Saved Quotes](#) →

**Previous Bookings**

- [Previous bookings](#)
- [Cancelled bookings](#)

[View Previous Bookings](#) →

2. Here you will find all your centre details.



**ESB** Quotes & Bookings Centre Details Online Resources IT Support

**Your saved Centre Details**

Orley Farm School.  
Address1865.  
Address992.  
Harr.  
Middlesex.  
England.  
PC730

To change or update your details please use the form below

All fields marked with an asterisk must be completed.

**Name of Centre \***

Orley Farm School

**Address Line 1 \***

Address1865

**Address Line 2**

Address992

**Town \***

Harr

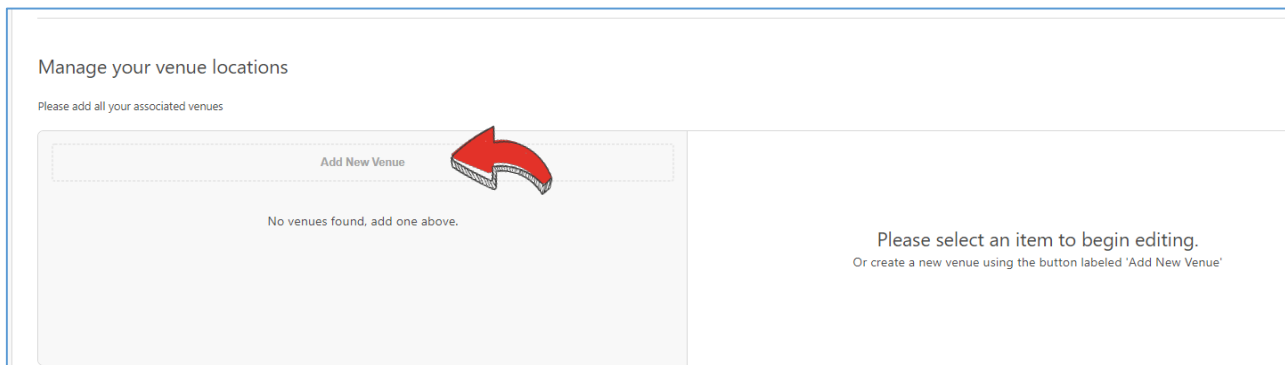
**County \***

Middlesex

**Country \***

England

3. If you have more than one venue for assessments, please add them in the bottom section of the page.



4. As before, your centre will be assigned an organiser, but you can now add multiple 'users' to this account by contacting our Customer Experience Team on [customer@esbuk.org](mailto:customer@esbuk.org).

harrisonk@yopmail.com'." data-bbox="84 484 906 621"/>

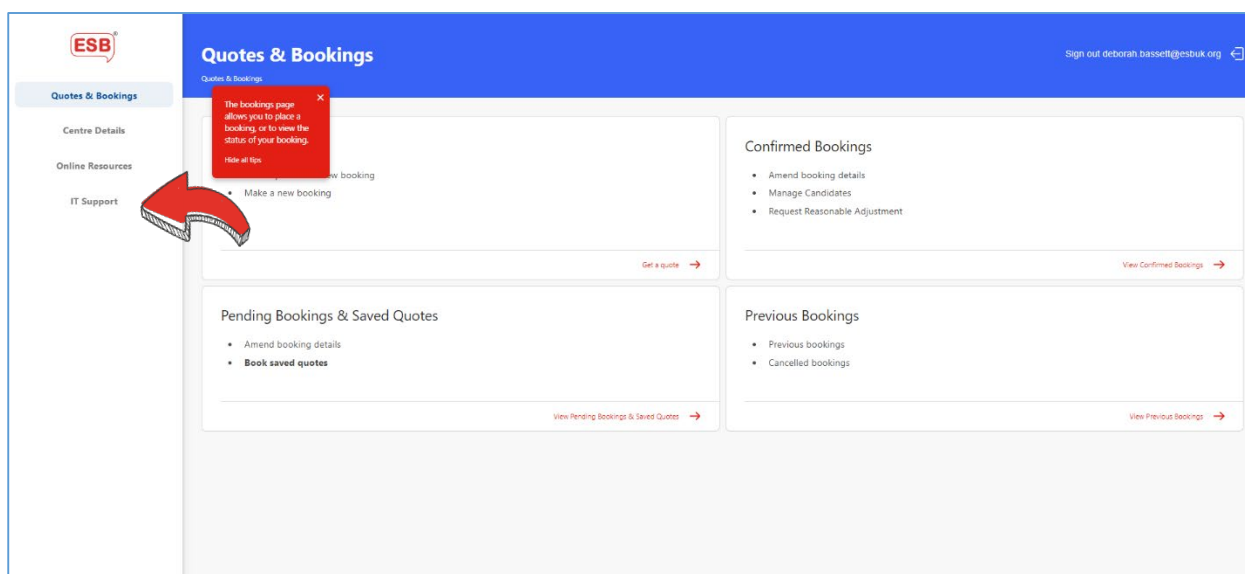
This means that accounts will no longer be shared across centres, resulting in unmonitored log-ins. By restricting the log-in details to individual accounts, we are able to be GDPR compliant as it ensures your personal and special data is secure and protected.



## IT Support

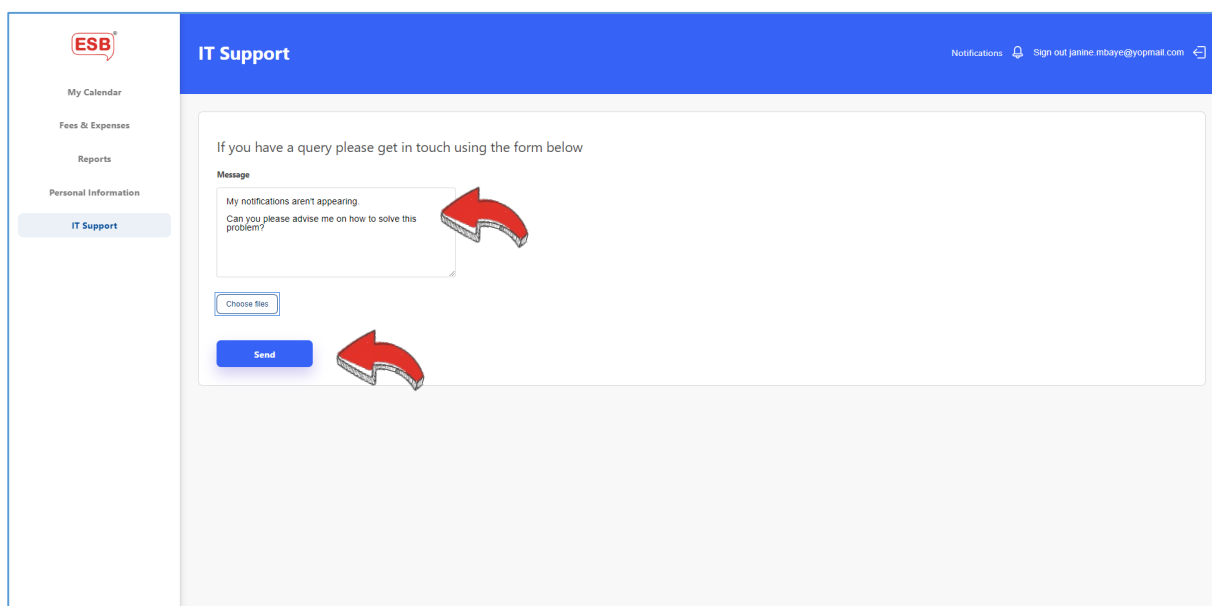
Although My ESB is designed to be intuitive and easy to follow, we understand you might still encounter technical difficulties, or want to ensure your booking has been made correctly. For these instances, My ESB has an IT Support feature as back up.

### 1. Log onto your My ESB hub and click 'IT Support' on the left panel.



This is your IT Support page, where you can request help using My ESB.

### 2. Write your query/issue in the box provided, and click the 'Send' button. Someone from our IT department will be back in touch with a solution as soon as possible.



3. For the most effective and accurate support, we highly recommend that you upload a screengrab, so that we know exactly what your screen looks like. Snipping Tool in Windows is very useful for this.

As always, if you have any questions about My ESB, please don't hesitate to get in touch at [MyESBFeedback@esbuk.org](mailto:MyESBFeedback@esbuk.org), and someone will be sure to answer your query.

Best wishes,  
ESB

