'My ESB' User Guide ESOL Centres





Contents

Glossary	3
Booking	4
Candidate Management	
Reasonable Adjustments	20
Centre Details	23
IT Support	25



Glossary

Candidate management	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.
Centre details	All your centre information is here. You will be responsible for updating your own centre details.
Confirmed bookings	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.
IT Support	Here you can submit any queries and screenshots to our IT department who will respond to your enquiry as soon as possible.
Minimum Fee (where applicable)	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.
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. You can access My ESB by clicking 'Log In' on our website.
Online compliance	New centres to ESB can now complete all compliance and registration activities online
Peak Period	Summer Peak Period: May, June and July
Pending bookings	Your bookings are pending until the assigned assessor accepts the assessment invitation. Here you can also track the progress of your bookings.
Previous bookings	History of completed bookings will be saved here. Any cancelled bookings will also be saved here.
Quote	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'.
Request Reasonable Adjustment	Reasonable Adjustments for individual candidates are requested through the Candidate Management tab.
Saved bookings	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.

ESB			customer@		01695 573 439	Q search		
	Home Why choose ESB?	✓ About us ✓	Qualifications	Get a Quote	Resources 🗸	News Contact us	Log in	
English Spe	eaking Board (In	ternational)	Ltd.					
	quality Speech a							
-	ns in the UK and		-				Ø	
the potential of all lea		ion at an levels and reco	ognises					®
Read more								ESB
							Ì	$\underbrace{}$
Who were		What we de			117	aan han afit		
Who we ar		What we do				can benefit		
Christabel Burniston	, a true pioneer of oracy,	ESB produces relevan	it, high quality produ	cts	ESB takes a learne	er-focused approach to		

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

Login Email deborah bassett@esbuk.org Password 		ESB
		Email
	and the second sec	Login

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.

ESB [°] Bookings & Quotes	Bookings & Quotes			Sign ouf jacqui lee 123@yopmail.com (client)			
Centre Details Online Resources IT Support	Make a Booking Create a booking		Confirmed Bookings Amend confirmed booking details Manage Candidates Request Reasonable Adjustment				
		Make a Booking 🔶	View Confirmed Bookings $ ightarrow$				
	Saved Bookings Amend incomplete bookings Submit Bookings 		Pending Bookings Amend submitted booking details 				
		View in-progress bookings \rightarrow		View Pending Bookings \rightarrow			
	Previous Bookings Previous bookings Cancelled bookings	Get a Quote Find a quote for a new booking		Saved Quotes Review saved quotes Use saved quotes to create a booking			
	View Previous Bookings 🔶		Get a Quote 🔶	View Saved Quotes 🔶			

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

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

ESB Bookings & Quotes	Bookings & Quotes			Sign out jacqui lee123@yopmail.com (client) 🗧		
Centre Details Online Resources IT Support	Make a Booking Create a booking 	Mate a Booking →	Confirmed Bookings Amend confirmed booking d Manage Candidates Request Reasonable Adjustment			
	Saved Bookings Amend incomplete bookings Submit Bookings		Pending Bookings Amend submitted booking details 			
		View in-progress bookings \rightarrow		View Pending Bookings \rightarrow		
	Previous Bookings Previous bookings Cancelled bookings	Get a Quote Find a quote for a new booking	g	Saved Quotes Review saved quotes Use saved quotes to create a booking		
	View Previous Bookings 🔶		Get a Quote →	View Saved Quotes 🔶		

This will take you to the filter questions.

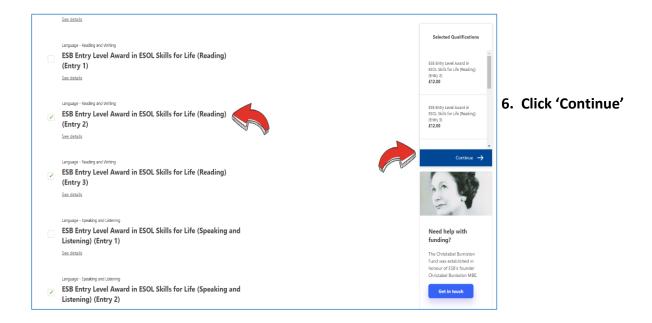
3. To narrow down the list of qualifications you would like to book, please click the skills you want your learners to improve on the left-hand side.

Wh	at 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 ex
Do you have learners with significant disabilities that impact c learning?	

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

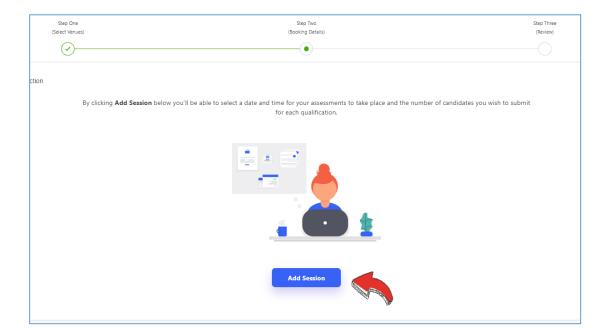
5. Select the qualification(s) you would like to book to add it to your 'basket'.



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

	Step One (Select Venues)	Step Two (Booking Details)	
Please select the ven	nues required for this booking		
Assign Venues	acs required for this booking		
Select venues	^		
Jac Lee centre, Main HQ 123 Smit Smithstown, Scottsvilla, United Kingdom	th St, <u>Details</u> management area.		
extra venue for Jac Lee centre, Smithstown			
another site Jac Lee address, Jacksonville			
Jacksonville			

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

Step One								Step T	Two			
(Select Venues)										-		
	Sele	ect the	date ar	nd time	you wa	ant this	session	n to rur	n.	\otimes		
		Date										
		Date						_				
le selection		Ch	ioose a	a date	& time	9					. >	
B		<		Febr	uary 2	019		>			t <mark>e for your</mark> he number of	
203		Sun	Mon	Tue		Thu	Fri	Sat				
			28	29	30	31	1	2				
		3	4	5	б	7	8	9				
		10	11		13	6	-	16				
	Language - Speaking and List					and a second	Jan .					
	ESB Entry Leve	17	18	19	20	21	\$22	1	(Speaking an	d		
	Listening) (Ent	24	25	26	27	28						
			4	5								
			-+									
	Add Session											
		All and	and the second									
			Ň	Ţ								

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.

king > Enter booking requirements		Date									
		Cho	ose a	date 8	k time						
Step One (Select Venues)		< Sun	Mon	Feb Tue	wed	019 Thu	Fri	> Sat		Pick the date for your session.	
<u> </u>		27	28	29	30	31	1	2		Hide all ops	
Back to venue selection		3 10	4	5	6 13	7	8	9		Î	
By	Language - Reading and Writin	17	18	19	20	21			ading)	he numbe	
	(Entry 2)	24	25	26	27	28		87 2 4			
			4					9			Hide all tips
	ESB Entry Level (Entry 3)		ard in	n ES(OL S	cills	for L	ife (Reading)		
										- 10	
	Language - Speaking and Lister ESB Entry Level Listening) (Entry	Awa	ard in	1 ES	OL S	cills	for l	ife (Speaking and	i -	
	Language - Speaking and Liste ESB Entry Level Listening) (Entry	Awa	ard in	n ES(DL S	cills	for l	.ife (S	Speaking and	- 1 1	

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.

Step One Detect Vironal	Strap Time (Booking Details)	Stap Trine Dieren
Back to venue selection Enter the number of candidates you would like to enter for each qualification		
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 1 Matimum of 1000 Candidates ®
WU can exit the sealor." Language: Reading service in the linear ESB Ency (see used on Section for UNe (Reading) (Entry 3) again, Reamber to save before continuing to the		Select the number of unside of Cardidate considerate for each qualification here. Not a can create multiple eacons of Utalians or note Cardidate () eacons of Utalians or note Cardidate ()
✓ Edit Session		exceed the maintena. Indeed type
Add Session		Total Candidates: Estimated Total Session Cost: £24.0 0
		Save Booking Next

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
Vou can edit this session * Larguage Joe by differing "Edit Session" ESB Enty Level (add Heffer Session" add Session" addisong "Add Session" again. Remember to save before continuing to the next step. Add Session Add Sessi	Select the number of lumber of candidates candidates for each qualification here, twis 59 can create multiple sessions of Maximum of 1000 Candidates examit you need to exceed the maximum. Hole at its Delete Session ©
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
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
C Edit Session	Delete Session ⊗
Add Session	

<u>TOP TIP</u>: 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			
	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			
and the second				
Ĩ				
	Session 1 - 8 hours, 40 minutes			28/02/2019 09
	Language - Speaking and Listening			Number of Candidat
	ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)			40 3
	~* 		Ма	ximum of 20 Candidates
			Select the number	× Delete Session
	by clicking "Edit Session" or add more sessions by		candidates for ea qualification here	ch v. You
	clicking "Add Session" Add Session again: Remember to save		can create multip sessions of the sa	ime
	Leiore continuing to the next step.		exam if you need exceed the maxin	al Candidate
	Hide all tips	Estimated	Hide all tips Total Sessior	n Cost: £1.56
	There are issues with your book	ing, please revie	w and fix the issues	above before cor
		s	ave Booking	Next

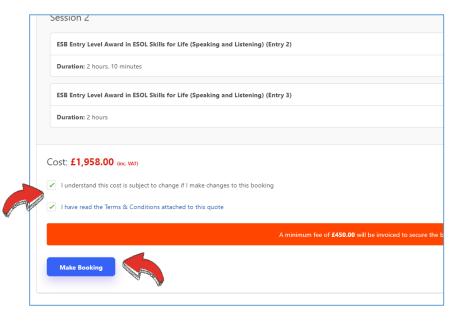
13. Inputting your candidate numbers will automatically change your estimated total cost shown at the bottom right of your screen.

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

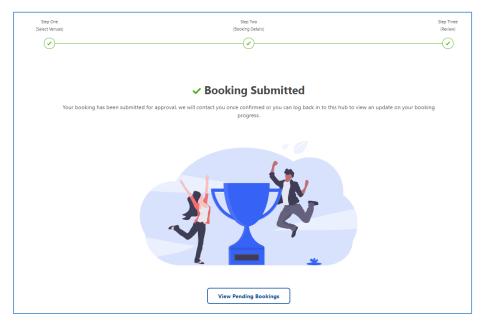
14. You will then be asked to review your booking details, before clicking to confirm that you have read the Terms & Conditions and you understand that your total cost is subject to change if alterations are made to the booking.

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





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'.

Bookings & Quotes			Sign out jacqui lee123	@yopmail.com (client)
Make a Booking Create a booking		Confirmed Bookings Amend confirmed booking d Manage Candidates Request Reasonable Adjustmer		
	Make a Booking 🔶		Vi	ew Confirmed Bookings $ ightarrow$
Saved Bookings Amend incomplete bookings Submit Bookings 	Amend incomplete bookings			
	View In-progress bookings \rightarrow			View Pending Bookings $ ightarrow$
Previous Bookings Previous bookings Cancelled bookings	Get a Quote Find a quote for a new booking		Saved Quotes Review saved quotes Use saved quotes to create a booking 	
View Previous Bookings 🔿		Get a Quote 🔶		View Saved Quotes \rightarrow

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

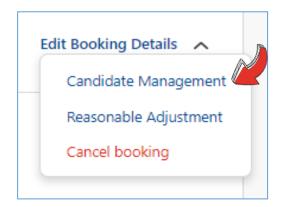


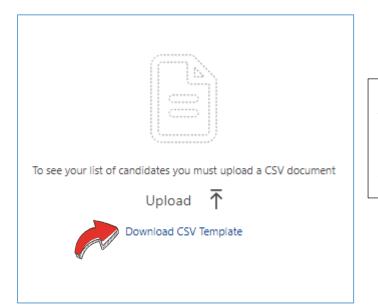
3. Here you will find all information related to the booking, including the session dates and times, assigned assessors and available reports (these will only be visible once the assessor has uploaded them).

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

Z 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: Name 1588 Coll ES8 Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3, ES8 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 '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.

	Cilpboar	u 13		1 UIIL		X	Ang	mient		1911
E9)	• :)	× ✓	f _x						
	А	В	С	D	E	F	G	Н	I.	J
1	ULN	First Nam	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'.

<u>TOP TIP:</u> 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:

)0 AM it, Smithstown, Southport, Pr			
, annuistown, addunport, P	Upload Candidates	\otimes	
	Exam		
	No Esam No Exam Session 1 ESB Level 1 Award in ESOL Skills for Life (Sp Session 2 ESB Level 1 Award in ESOL Skills for Life (Sp Session 3 ESB Level 1 Award in ESOL Skills for Life (Sp Session 4 ESB Level 2 Award in ESOL Skills for Life (Sp Session 5 ESB Level 2 Award in ESOL Skills for Life (Sp Session 6	eaking and Listening) eaking and Listening) eaking and Listening eaking and Listening	
	ESB Level 2 Award in ESOL Skills for Life (Sp	reaking and Listening)	

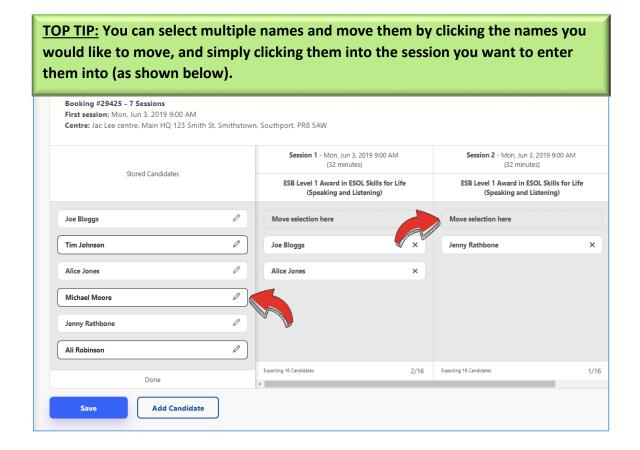


If you did not upload your candidates to a session, your My ESB hub will look like this:

		Session 1 - Mon, Jun 3, 20	19 9:00 AM	Session 2 - Mon, Jun 3, 2019	9:00 AM	Ses
Stored Cand	idates	ESB Level 1 Award in ESOL (Speaking and Liste		ESB Level 1 Award in ESOL Sk (Speaking and Listenin		ESB L
Joe Bloggs	Ø					
Tim Johnson	Ø					
Alice Jones	Ø					
Michael Moore	Ø					
Jenny Rathbone	Ø					
Ali Robinson	Ø					
Done		Expecting 16 Candidates	0/16	Expecting 16 Candidates	0/16	Expecting 14 Cano

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.

		Session 1 - Mon, Jun 3, 20 (32 minutes)	19 9:00 AM	Session 2 - Mon, Jun 3, 201 (32 minutes)	9 9:00 AM	
Stored Candidate	25	ESB Level 1 Award in ESOL (Speaking and List		ESB Level 1 Award in ESOL S (Speaking and Lister		E
Joe Bloggs	Ø	Joe Bloggs	×	Jenny Rathbone	×	
Tim Johnson	Ø	Alice Jones		TELEPE		
Alice Jones	Ø		47			
Michael Moore	Ø					
Jenny Rathbone	Ø					
Ali Robinson	0					
Done		Expecting	2/16	Expecting 16 Candidates	1/16	Expecting 1



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
All Candidates	ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 1
D B	DB
ΙB	18
N B	NB
C D	CD
R D	RD
IG	16
KG	KG
← 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: 222243 Brian Bulmer ULN: 222235 Charlie Card ULN: 222235 Debbie Delta UN: 222235 Debbie Delta UN: 222235 Frank Frogster ULN: 222235 Graham Green ULN: 222240 Harry Hamster ULN: 222241 Ingrid Inker ULN: 222243 Jack Jacobs ULN: 222243 Dore Lepeting 5 Candidate			
Charlie Card ULN: 222236 Debbie Delta Eugene Entwistle ULN: 222238 Frank Frogster ULN: 222239 Graham Green ULN: 222240 Harry Hamster ULN: 222241 Ingrid Inker ULN: 222241 Jack Jacobs ULN: 222243 Done Expecting 5 Candidates	Peter Ankers	ULN: 2222243	Ø
Debbie Delta Eugene Entwistle ULN: 222238 Frank Frogster ULN: 2222240 Graham Green ULN: 2222241 Harry Hamster ULN: 2222241 Jack Jacobs Done Expecting 5 Candidates	Brian Bulmer	ULN: 2222235	Ø
Eugene Entwistle ULN: 2222238 Frank Frogster ULN: 2222239 Graham Green ULN: 2222240 Harry Hamster ULN: 2222241 Ingrid Inker ULN: 2222242 Jack Jacobs ULN: 2222243	Charlie Card	ULN: 2222236	Ø
Frank Frogster ULN: 2222239 Graham Green ULN: 2222240 Harry Hamster ULN: 2222241 Ingrid Inker ULN: 2222242 Jack Jacobs ULN: 2222243	Debbie Delta	y.	0
Graham Green ULN: 2222240 Harry Hamster ULN: 2222241 Ingrid Inker ULN: 2222242 Jack Jacobs ULN: 2222243 Done Expecting 5 Candidates	Eugene Entwistle	ULN: 2222238	0
Graham Green ULN: 2222240 Harry Hamster ULN: 2222241 Ingrid Inker ULN: 2222242 Jack Jacobs ULN: 2222243 Done Expecting 5 Candidates	Frank Frogster	ULN: 2222239	1
Harry Hamster ULN: 2222241 Ingrid Inker ULN: 2222242 Jack Jacobs ULN: 2222243 Done Expecting 5 Candidates	-		
Ingrid Inker ULN: 2222242 & Jack Jacobs ULN: 2222243 & Done			
Jack Jacobs ULN: 2222243 DExpecting 5 Candidates	Harry Hamster		
Done Expecting 5 Candidates	Ingrid Inker	ULN: 2222242	0
Done	Jack Jacobs	ULN: 2222243	0
Save Add Candidate		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'.

Quotes & Bookings ^{Sure A toolings}	Sign out client_for_uat1@yopmail.com. ←
Get a quote • Find a quote for a new booking • Make a new booking	Confirmed Bookings Amend booking details Amage Candidates Request Resonable Adjustment
Сята филя 🔶	. Wew Continued Bookings \rightarrow
Pending Bookings & Saved Quotes Amend booking details Book saved quotes	Previous Bookings Previous bookings Cancelled bookings
View Pending Bookings & Saved Quotes: $ ightarrow$	View Previous Bookings \rightarrow

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

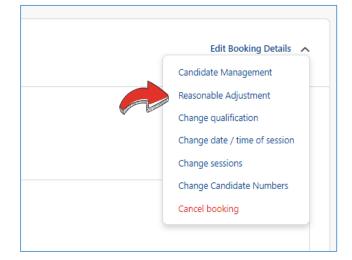
Booking no. #24732		
Session 1 - 06/12/2017		
ESB Entry Level Award in ESOL Solits for Life (Reading) (QCF) Entry 3		
Session 2 - 06/12/2017		
ES8 Entry Level Award in ESOL Skills for Life (Writing) (QCF) Entry 3		
Session 3 - 06/12/2017		
ES8 Entry Level Award in ESOL Skills for Life (Speaking and Listering) (QCF) Entry 3		
Session 4 - 06/12/2017		
ES8 Entry Level Award in ESOL Skills for Life (Speaking and Listening) (QCF) Entry 3		
Session 5 - 12/12/2017		
Second line marking		
77 candidates out of 96 assigned		
5 Sessions		
		View
	Contraction of the second second	
	and the second	
Booking no. #27642		
Session 1 - 21/09/2018		
ESB Level 1 Award In Oral Skills for School Interviews		
Session 2 - 22/09/2018		
ESB Level 1 Award In Oral Skills for School Interviews		
Session 3 - 23/09/2018		
ESB Level 1 Award In Oral Skills for School Interviews		
Session 4 - 24/09/2018		
ESB Level 1 Award In Oral Skills for School Interviews		
Session 5 - 25/09/2018		
ESB Level 1 Award in Oral Sells for School Interviews		
Session 6 - 26/09/2018		
ESI Level 1 Avard in Ocal Siblis for School Interviews Session 7 - 27/09/2018		
Session 1 - 2//9/2018 ESB Levit A randin Chall Sills for 5-shoel interviews		
Ee Lawel I Awato in Chai soliis for School Internetive		
100 candidates to assign		
7 Sessions		
		View
		view

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 V
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'.



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

Booking F24668 - 1 Session First session: Wed, Oct 18, 2017 1230 PM Centre: Orley Farm School, Address 1865, Address992, Harr, PC730	Candidate Management Options 🗸
First83197 Arav	Request Reasonable Adjustment
First8460 Dorr	Request Reasonable Adjustment
First103878 Hill	Request Ressonable Adjustment
First77011 Ishe	Request Reasonable Adjustment
First88670 Khus	Request Reasonable Adjustment
First77825 Lahi	Request Reasonable Adjustment
First80296 Parm	Request Ressonable 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				Candidate Management Options 🗸
First session: Wed, Oct 18, 2017 12:30 PM				
Centre: Orley Farm School, Address1865, Address992, Harr, PC730				
First83197 Arav				Request the vie Adjustment
First8460 Dorr				Request Adjustment
First 103878 Hill Dydenia - 25% Sora Time Learners in UK less than 2 Years, Non ESOL SE, Only)	Dyslexia	✓ 25% Ei less th Only)	Extra Time (Learners in UK an 2 Years, Non ESOL SfL 💙	Yes V Submit for approval X
First77011 lshe				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 Ressonable Adjustment
First8460 Dorr	Request Reasonable Adjustment
First103878 Hill Dyblidia - 25% Etra Time (Lawers in UK less than 2 Wears, Non ESOL 59, Only)	Remove / Change Reasonable Adjustment
First77011 Ishe	Request Reasonable Adjustment
First8870 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 Guers & bookings	Sign out client_for_uatt@yopmail.com (client) 🗧
Quotes & Bookings		
Centre Details Online Resources IT Support	Quote • Unde guote for a new booking • Make a new booking	Confirmed Bookings Amend booking details Manage Candidates Request Reasonable Adjustment
	Get a Quote 🔶	Vex Continued Bookings 🔶
	Pending Bookings & Saved Quotes Amend booking details Book saved quotes 	Previous Bookings Previous bookings Cancelled bookings
	View Pending Bookings & Saved Quotes 🔶	View Previous Bookings 🔿

2. Here you will find all your centre details.

ESB	Your saved Centre Details
Quotes & Bookings	Orley Fam School. Address1865. Address992.
Centre Details	Har, Middlesex, England,
Online Resources	PC730
IT Support	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.

Manage your venue locations Please add all your associated venues	
Add New Venue No venues found, add one above.	Please select an item to begin editing.
	Or create a new venue using the button labeled 'Add New Venue'

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 <u>customer@esbuk.org</u>.

Organisers Assigned to Centre

Name1601 Harr - <u>harrisonk@yopmail.com</u>

This means that accounts will no longer be shared across centres, resulting in unmonitered 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.

ESB	Quotes & Bookings	Sign out deborah bassettigesbuk org 🗲
Quotes & Bookings Centre Details Online Resources IT Support	The bookings page ablow you to plea at booking, or know the stritus of your booking. • Make a new booking	Confirmed Bookings Amend booking details Manage Candidates Request Reasonable Adjustment.
	Get soute → Pending Bookings & Saved Quotes • Amend booking details • Book saved quotes	Ver Continues Bookings Previous bookings Cancelled bookings
	Ves Andrig Booking & Savet Quoter 🔿	Ves Previous bootings 🔿

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.

ESB	IT Support Notifications 🔒 Sign out janne mbaye@yopmait.com 🕣
My Calendar	
Fees & Expenses	
Reports	If you have a query please get in touch using the form below Message
Personal Information	My notifications aren't appearing.
IT Support	Can you please advise me on how to solve this problem?
	CTOCOSE THES



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, and someone will be sure to answer your query.

Best wishes, ESB

