

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

ESB Handbook for Speech Centres in the UK





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1. Your role as an ESB Speech Centre in the UK

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 <u>www.esbuk.org</u>.

Our assessments take place at your Centre 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 Centre, support is available on our website and your Centre's <u>online booking hub</u>, 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 (<u>business@esbuk.org</u>).

1.2 Role of Centres

As an Awarding Organisation, ESB International appears on Ofqual's <u>Register of Regulated Qualifications</u>. 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 Speech Centre in the UK, 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 ESB designated staff and learners if their actions prevent ESB International from fulfilling their regulatory requirements. 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.

1.3 Centres operating as part of a group (e.g. Multi Academy Trusts (MATS), partnerships, etc.)

If your centre is part of a group, e.g. a MAT, it is important that assessment bookings and assessments are managed effectively and efficiently. This requires up-to-date information relating to centre contacts and good lines of communication between the overarching centre and each individual centre. Please do contact the team at customer@esbuk.org if you would like to discuss your centre's needs.

Should you wish to amend your current arrangements with ESB International and engage a third party to support the delivery of our qualifications, you need to discuss this with us first in order to obtain relevant permissions. We will provide you with adequate support and guidance and put additional monitoring in place to ensure that our regulatory requirements are constantly met.

1.4 Role of Centre Organisers

A Centre must have appropriate resources to support the smooth running and the integrity of ESB International assessments. Centre 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. Some centres will have Exams Officers in place to fulfil this role.



- - assessment dates and other details 0
 - reasonable adjustment and special 0 consideration requests
 - 0 conflicts of interest
 - incidences of malpractice and/or 0 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.



- 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.

Note – Any potential Conflict of Interest must be reviewed prior to the appointment of a Centre Organiser and managed in accordance with ESB International's Conflict of Interest Policy.

1.5 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.



- Teachers/ tutors must demonstrate an appropriate level of teaching/training competence through an appropriate teaching qualification and/or other supporting documentation
- Any potential Conflict of Interest must be reviewed prior to the appointment of a teacher/ tutor and managed in accordance with ESB International's <u>Conflict of Interest Policy</u>.
- The CVs of teachers/ tutors, along with any supporting documents, e.g. certificates, must be retained for audit by ESB International.

1.6 Insurance and Health and Safety

- 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 are required to comply with all health and safety regulations that apply under law

1.7 Marketing

ESB International's name and logo is available for use on ESB International marketing materials and by ESB International customers and partners. 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 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.

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/tutors classroom activities to embed and build oracy skills and knowledge as well as guiding teachers/tutors 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.



Resources

ESB provides a wide range of online teacher/tutor 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 <u>click</u> <u>here</u> to access our online resources.



Specifications

To view a detailed specification for any of our Speech qualifications, please <u>click here</u> 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.

ESB-HBK-C27 ESB Handbook for Speech Centres in the UK Issued by: Anna Domaszek, Quality Assurance Manager Authorised by: Tina Renshaw, Chief Executive



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
Customer Experience	customer@esbuk.org	01695 573439
Bookings and 'My ESB Hub' questions		Option 2
Product Development	product@esbuk.org	01695 573439
Further qualification guidance		Option 4
Finance	accounts@esbuk.org	01695 573439
Invoice queries		Option 3
IT	itsupport@esbuk.org	01695 573439
		Option 0
Business Development	business@esbuk.org	01695 573439
Training, Personalised CEO visits		Option 1
Quality Assurance	qualityassurance@esbuk.org	01695 573439
Policies and Procedures		Option 0

3. Your assessments

3.1 Booking

ESB International offers face-to-face assessments for its Speech Centres in the UK. Please see Table 1 on page 37-38 for a list of all ESB Speech qualifications, which are available.

How do I book?

Assessment bookings are registered onto the My ESB Hub Login | ESB Hub (esbuk.org), including the Centre's assessment date(s), expected numbers of learners and qualifications/levels they wish to book.

Minimum fees

A minimum fee is payable for assessments. This is dependent on the type of centre and qualification: £450.00 (Secondary Age qualifications) £350.00 (Primary Age qualifications) £250.00 (Group Speaking Qualifications)



Please note the minimum advanced booking period is 4 weeks. Please visit our website for more information on fees here: <u>https://esbuk.org/web/centre-fees/</u>.

Please use the quotation system within <u>My ESB Hub</u> to check the pricing before booking your assessments.

How do I book my assessments on the My ESB Hub?

'How to' Video Presentations

Please use links below for simple, user-friendly video presentations:

How to make a booking: https://youtu.be/afUeicsTpr0

How to manage a candidate: <u>https://youtu.be/_Nflom3FW5c</u>

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.

	ESB
	Login Email deborah.bassett@esbuk.org
providence of the second se	Login

1. Log on by entering your current ESB email address and password and click '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			Sign out jacqui lee 123@yopmail.com (client)			
Bookings & Quotes							
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 Confirmes Societys 🔶			
	Saved Bookings Amend incomplete bookings Submit Bookings		Pending Bookings Amend submitted booking d 	etalla			
		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	3	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		Confirmed Bookings Amend confirmed booking of Manage Candidates Request Reasonable Adjustme	
		Make a Booking -		View Continues Bookings 🔿
	Saved Bookings Amend incomplete bookings Submit Bookings 		Pending Bookings Amend submitted booking d 	etails
		View in-progress bookings \rightarrow		View Pending Bookings 🔶
	Previous Bookings Previous bookings Cancelled bookings 	Get a Quote Find a quote for a new booking	9	Saved Quotes Review saved quotes Use saved quotes to create a booking
	View Previous Bookings 🔿		Get a Quote 🔶	View Sarred 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 right-hand side.

Wha	t 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 Croup Speaking Croup Speaking Listening and responding skills Performance, public speaking skills Presentation Skills
	Skip filters and show me everythin

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



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



6. Select your assessment venue(s) from the drop-down menu and click 'Next'.

	Step One (Select Venues)	Step Two (Booking Details)
Please select the Assign Venues	venues required for this booking	
Select venues	^	
Jac Lee centre, Main HQ 12. Smithstown, Scottsvilla, Uni Kingdom extra venue for Jac Lee cent	ited	
Smithstown another site Jac Lee address Jacksonville	s,	

Step One (Select Venue	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	

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

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

aking requirements	Sele			nd time	you wa	ant this	session	i to run.	8		
Step One (Select Venues)		Date Ch		a date	& time	2		٦			
<u></u>		< Sun	Mon	Febr Tue	ruary 2 Wed		Fri	> Sat	Pick the session. Hide all t		
le selection		27	28	29 5	30 6	31) 7	1	2			
B)	Speech - UK	10	11	12	13	14				he number	
	ESB Entry Leve	17 24	18 25	19 26	20 27	21 28	22	23			like to have as part of this session. Be aware, some restrictions may
	ESB Level 1 Awa	3 ard	4 in De	s ebat	6 ing	7		9			
	Speech - UK ESB Level 1 Awa	ard	in Gı	roup	Spe	akin	g				
	Add Session										

During our peak periods, dates in a red colour are unavailable. You may be able to book amber-coloured dates, but we cannot guarantee assessors will be available on this date. Please note that we have a 28-day minimum booking period, so these dates will appear as amber during non-peak times.

9. If you want to book more than one qualification, tick all the qualifications you wish to put into a session, select a time and date using the mini calendar, and click 'Add Session'.

o king sting requirement	<u>s</u>		Sele	ect the	date a	nd time	VOU Wa	ant this	session	n to run.	6	2	
				Date									
	Step One (Select Vehues)			CI	100se a	a date	& time	9					
	0—			<	107		ruary 2			>	Pick th sessio	ne date for yo n.	
ie selection				Sun 27/	Mon	Tue 29	Wed	Thu	Fri	Sat	Hide al	ltips	
- Janeana (4	5	6	7	8	9		hore	andidates yo
	P)		-	10	11	12	13	14	15	16		ne nur	Select which
		1	Speech - UK ESB Entry Leve	17	18	19	20	21	22	23			qualifications y like to have as this session. Br
				24	25	26 5	27 6	28	1				some restrictic occur.
	Contraction of the second		Speech - UK ESB Level 1 Awa	ard	in De	ebat	ing						Hide all tips
			Speech - UK ESB Level 1 Awa	ard	in G	oup	Spe	akin	g				
		"	Add Session									J	

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

Sessions can be booked on different days within a two-week time frame.

11. 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.

ession 1 - 3 hours, 47 minutes	14/02/2019 09:
	Number of Candidate
peech - UK SB Entry Level Award in Speech (Entry 2)	12
	Maximum of 24 Candidates
You can edit this session X	Number of Candidat
seed- UK by clicking "Edit Session" SB Level 1 Aviand' m Desatringins by clicking "Add Session"	11
clicking "And Sesson" again. Remember to save before continuing to the	Maximum of 48 Candidates
next step.	Number of Groups
peech - UK SB Level 1 Award in Group-Speaking	2
o cele rivinda in ordep optaning	Maximum of 15 Groups
	Delete Session

12. This 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

13. 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.

14/02/2019 09:00am Session 1
ESB Entry Level Award in Speech (Entry 2)
Duration: 2 hours, 12 minutes
ES8 Level 1 Award in Debating
Duration: 55 minutes
ESB Level 1 Award in Group Speaking
Duration: 40 minutes
Cost: £729.00 (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

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

14. Your booking has been submitted and 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'.

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 <u>My ESB Hub</u>. Prior to the assessment date, Centres can make changes subject to the rules built into <u>My ESB Hub</u>.

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 <u>fees list</u> 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 <u>Absence Through Illness Policy</u> on our website.

Checklist before the assessment takes place

Once you have completed your booking and received confirmation via the Hub, please follow the checklist below to make sure you and your learners are fully prepared for the assessment day.

✓ 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, the title of their talk and chosen book, poem or extract. 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 My ESB Hub 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.

 \checkmark I have arranged for a Centre-approved adult to be available for any learners under the age of 18.

For further guidance on preparing for your assessments, please follow the below link, which includes video guides, timetabling guidance and more!

Preparing for your Assessments

Terms and Conditions of booking

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

- A <u>Centre approved</u> adult must be present for assessments with learners under the age of 18 or with vulnerable adults. Please see our <u>Safeguarding Procedure</u> 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) and Special Considerations

Access arrangements for learners requiring reasonable adjustments must be agreed by ESB International before the assessment day. Please see our <u>Reasonable Adjustments Policy</u> 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 <u>product@esbuk.org</u> for any queries about reasonable adjustments.

'How to' Video Presentation

Please use link below for a simple, user-friendly video presentation on:

How to apply a reasonable adjustment: <u>https://youtu.be/_ORrWSclxkA</u>

Special Considerations are available for learners who have been fully prepared to take their assessment, but their performance during the assessment was affected by adverse circumstances beyond their control e.g. temporary illness, bereavement, issues with assessment protocol etc.). ESB-FRM-33 UK Special Consideration Request Form (appendix 2) should be used to request special considerations for the learner affected and submitted to ESB International via your Centre Organiser within 24 hours of the assessment taking place.

3.3 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.

Should any issues occur during the assessment day, including but not limited to:

- Fire alarms
- Learner issues
- Equipment

Please ensure ESB-FRM-08 Incident Report Form (appendix 1) is completed and submitted to ESB International via ESB's assessor or your Centre Organiser within 24 hours of the assessment taking place.

Recommended maximum learner numbers per assessor/day

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

Qualification For more guidance on timetabling Speech assessment days, please click <u>here</u> :	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 9	6 groups 26		
ESB Pre-Entry Level Award in Speech ESB Entry Level Award in Speech (Entry 1)	10	26		
ESB Entry Level Award in Speech (Entry 1)	10	26		
	12	22		
ESB Entry Level Award in Speech (Entry 3) ESB Level 1 Award in Speech (Grade 1)	13	20		
	13			
ESB Level 1 Award in Speech (Grade 2)	13	20		
ESB Level 1 Award in Speech (Grade 3)	15	20 18		
ESB Level 2 Certificate in Speech (Grade 4)	-			
ESB Level 2 Certificate in Speech (Grade 5)	18 18	16		
ESB Level 3 Certificate in Speech (Grade 6)	25	14 12		
ESB Level 3 Certificate in Speech (Grade 8)		48		
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 ESB Entry Level Award in Group Speaking (Entry 2)	50 per group	-		
	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 9	15 groups		
ESB Entry Level Award in Graded Examinations in Speech (Entry 1) (EAL - A1)	10	26 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) ESB Level 1 Award in Oral Skills for School Interviews	15	14		
	18	14		
ESB Level 1 Award in Using Oral Skills for Interviews 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	25	12		
ESB Level 3 Award in Travel and Tourism Oral Communication Skills for	20	16		
Overseas Resort Representatives	20	10		
ESB Entry Level Award in Communicating with Art (Entry 1)	20	14		
ESB Entry Level Award in Communicating with Art (Entry 1)	20	14		
ESB Entry Level Award in Communicating with Music (Entry 1)	20	14		
ESB Entry Level Award in Communicating with Music (Entry 1)	20	14		
ESB Entry Level Award in Developing Independent Communication Skills	20	14		
(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 1)	20	14		
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2)	20	14		

3.4 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, the title of their talk and chosen book, poem or extract. 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.

3.5 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 <u>not</u> 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.

3.6 Room layout

Assessment rooms

It is the responsibility of the Centre 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.
- ESB Speech Poster (see appendix 4) providing rules and regulations for learners must be clearly displayed in each assessment room
- 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.



3.7 Order of assessments



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.



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 should 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.

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 timekeeping and how they will indicate that the limit has been reached, e.g. by raising their hand or pointing to a watch.

3.8 People present during the assessment

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 learners' performance.
- We do not recommend that whole class groups are present for an entire day.

3.9 Remote, online assessments

In exceptional circumstances where face-to-face assessments cannot take place (for example, a viral outbreak), we may able to provide remote, online assessment that have the same content and procedure as face-to-face assessments. All remote, online assessments must be requested in writing and approved by ESB International.

ESB-INFO-C36 International Centre Guidance for Synchronous Adapted Speech Assessments (Appendix 3) should be used by teachers, Centre 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.

If you require a remote, online assessment, please send an email to <u>customer@esbuk.org</u> requesting a remote, online booking before registering the bookings on the My ESB Hub.

Please note the minimum advanced booking period for remote, online assessments, it is 28 days.

Remote, online assessments are charged at standard UK fees.

3.10 Centre assessed qualifications

Qualifications that include centre-assessed components have additional requirements to those set out in this handbook. These requirements ensure that ESB International remains complaint against the conditions set out by its regulators, specifically relating to *Centre Assessment Standard Scrutiny (CASS)*.

There are currently three ESB International Speech qualifications that include centre-assessed components:

ESB Entry Level Award in Inspiring Confidence in Employability (Entry 1) ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2) ESB Entry Level Award in Inspiring Confidence in Employability (Entry 3)

To find out more information about the requirements for these qualifications, please read the *Centre-Assessed Qualifications Handbook* or contact <u>product@esbuk.org</u>.

How do I get my learners' results?

Once the results are released, you will receive an email notifying you. You can access each learner's reports and results in your My ESB Hub.

Go to Previous Bookings and select View against the relevant booking.



Under Available Reports, select 'Download Report' to access the results for each learner. You can download the report as a PDF or download a results list, using the drop-down menu.

Available Reports

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

•	All Candidates for	ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry 2)	Download Report 🔨
•	All Candidates	ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) (Entry	Download Report as PDF
	for	3)	Download Result List

You will receive your learners results within 5 working days of the assessment. All successful learners receive a certificate. Please see the Graded Assessments in Speech sample reports on the pages below.

Candidate Name Centre ESB Entry Level Award Qualification								
ESB Entry Level Award					ERF No			
			Candidate No.					
	d in Speech (Entry 1)		ULN					
Assessment Date								
	Comm	ent/Advice						
was fascinating to hear all a boun novie 'How To Train Your Dragon otes throughout, use a poster w Vell done today, you have made	n'. Now, to quickly provide the second se	ogress to the next le t you. I enjoyed hea	evel rat	ther th	an rea	ding yo	ourtalk	from
Overall Result		Accessor						
Good Pass		Assessor						
		0			1		1	
Section 1	Section Grade: Good Pass	Section Score: 20.98	U	Ρ	GP	м	M+	D
	Struc				X			
	Voice and			x		x		
My Toy Dragon, Stormfly	Cont				<u>^</u>		×	
	Visual Aids					x		^
	Communication			х				
Section 2	Section Grade: Good Pass	Section Score: 8	U	Ρ	GP	м	M+	D
	Introduction			х				
Mice	Memory					x		
Whee	Voice / Delivery				х			
	Choice and In			X				
Section 3	Section Grade: Merit	Section Score: 12.8	U	Ρ	GP	м	M+	D
		Choice of books and passage / pages						x
The Mice Have a Meeting	Introduction						x	
	Sty					X		
	Voice / I Commu			~		x		
Section 4	Section Grade: Merit		U	P	GP	м	M+	D
	Listenin	g Skills					x	
	Responding t	_				x		
	Asking Q						x	
		Taking Part in the Group				x		
		General						x

		ASSESSO	R'S REPORT						
Candidate Name						ERF No			
Centre					Car	ndidate	No.		
ESB Entry Level Awa	rd in Speech (En	try 2)							
Qualification				ULN					
Assessment Date									
		Comme	ent/Advice						
t was fascinating to see the 'Infi	nity loop' a	and you dem	nonstrated different	t tricks	s, deligi	hting a	ll the li	stening	3
group - what a great toy! Now, o	onsider a r	more origina	al way to open your	talk, r	naybe	ask a q	uestio	n or sta	ate a
act, so you grip the listening gro voice, so keep this up in text wo			eing word secure al	lowed	you to	explo	re an e	xpressi	ve
		-							
Overall Result			Assessor						
Merit +		,	ASSESSOF						
Section 1	Section 6	irade: Merit		U	P	GP	м	M+	D
		+	33.34	_	-				
		Structure					X		
Infinity Loop		Style							X
		Voice and Speech						X	
		Content						x	
		Visual Aids						X	
		Communication							X
Section 2	Section G	irade: Merit	Section Score: 15	U	P	GP	м	M+	D
		Introduction				x			
From A Railway Carriage		Memory							х
FIGHT A Railway Carriage		Voice / Delivery						x	
	(Choice and Interpretation						x	
Section 3	Section G	Grade: Merit	Section Score: 13.6	U	Ρ	GP	м	M+	D
	Choice	noice of books and passage / pages							x
		Introduction						x	
Journey to Jo'burg		Style					x		
		Voice / Delivery						x	
		Commur			x				
	Sectio	n Grade:							
Section 4		inction	Section Score: 20	U	P	GP	м	M+	D
		Listenin							x
		Responding t							X
		Asking Q							x
		Taking Part ir							x
		General							х

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

	ASSESS	OR'S REPORT						
Candidate								
Name	ERF No.							
Centre				Car				
	ESB Level 1 Award in Graded				ULN			
Qualification	Examination in Speech: (Grade 1) (QCF)							
Assessment Date								
•	Comr	nent/Advice						
personal and ene focused on the rh	u compared what you had in commor rgised, inspiring us to go 'carving' dow wthm in your poem today; using your ng like you did with your reading. Oth	n a mountain! Just sl face and exploring pa	low do ace fui	wn a fr ther wi	action fo	or clarity	/. You	full
Overall Result	:							
Distinction	Assessor							
Distriction	1							
Section 1	Section Grade: Distin	ction	U	Р	GP	м	M+	D
	Structure						Х	
	Style						Х	
	Voice and Speed	h						Х
Snowboarding	Content						Х	
	Visual Aids						Х	
	Communication							Х
Section 2	Section Grade: Merit			Ρ	GP	м	M+	D
	Introduction						Х	
Max Country	Memory						Х	
My Country	Voice / Delivery	Voice / Delivery					Х	
	Choice and Interpret	ation			Х			
Section 3	Section Grade: Distin	ction	U	Ρ	GP	м	M+	D
	Choice of books and passa	ge / pages						х
	Introduction						Х	
Little Women	Style							Х
	Voice / Delivery						Х	
	Communication							Х
Section 4	Section Grade: Distin	ction	U	Ρ	GP	м	M+	D
	Listening Skills							Х
	Responding to Ques	tions						Х
	Asking Question	S						Х
	Taking Part in the G	roup						Х
	General							X

Certification

In 2021, ESB International launched a new <u>'E-certificates</u> <u>first'</u> 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 2022-2023 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 <u>customer@esbuk.org</u>.

English Speaking Board (International) Ltd.	
REBECCA LOUGI	Required control for
ESB Entry Level Certificate in ESOL International All Modes (Entry 3) - (81)	
Graded: Pass with Merit	
Alenna	(γ)
Tina Renshaw Chief Executive English Speaking Board (International) Ltd.	ON
Cuentration Accession Ac. 500 Server Cuentration (K. 1939) CONTEN Only will during voticed on establishing	

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): <u>https://uk.trustpilot.com/evaluate/esbuk.org</u>

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: <u>https://uk.legal.trustpilot.com/for-reviewers/guidelines-for-reviewers</u>



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 <u>ESB within 15 working days of receiving the results</u> to <u>customer@esbuk.org</u>.

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 <u>acknowledge receipt of the enquiry within 2 working days.</u> 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 <u>the result of their enquiry within 15 working days of receipt of it.</u> 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 <u>customer@esbuk.org</u>. The Customer Experience Team is responsible for taking receipt of, logging and <u>acknowledging receipt of a complaint within 2 working days</u>. The Customer Experience Manager will review the complaint, and any supporting evidence in its entirety. The Customer Experience Manager will <u>respond to the complainant with an outcome within 15 working days of the receipt of the complaint</u>.

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

Appeals should be emailed to the Chief Executive of ESB, <u>Tina.Renshaw@esbuk.org</u>. 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, <u>within 20 working days of receipt of a request for an appeal.</u> 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: <u>https://esbuk.org/web/news/</u>.

5.2 ESB News

Discover what our Centres and learners have been up to in our ESB News. They are regularly issued and distributed to all our centres: <u>https://esbuk.org/web/news</u>

5.3 Refresher training and new resources

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

5.4 Monitoring and Review

ESB International and its regulators reserve the right to make additional visits to Centres, or seek additional information from Centres, if deemed necessary. ESB International may remove recognised 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 <u>https://esbuk.org/web/about-us/policies-and-procedures/</u>

Ongoing monitoring and review is achieved by:-

- > Centres' annual update of recognised Centre status information
- > External assessment and assessor feedback to ESB International
- > Centre feedback surveys following assessments
- Centre Inspections

5.5 Invoicing

Invoicing Policy

ESB International fees and charges are published annually and are available on our website <u>www.esbuk.org</u>. Our Invoicing Policy can also be found on the website <u>https://esbuk.org/web/about-us/policies-and-procedures/</u>. 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 <u>https://esbuk.org/web/about-us/policies-and-procedures/</u>

Centres shall therefore:

- ensure that all staff 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, 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 reoccur
- 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 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, 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 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 conclude its investigation and communicate its decision to the Centre. Any decision will be in line with the sanctions outlined in the <u>Preventing and Managing Malpractice and Maladministration Policy</u>.
- The whole process is to be concluded within 45 days.

5.7 Withdrawing from ESB International

If you would like to withdraw your ESB Centre status please contact our business development team on <u>business@esbuk.org</u> who will discuss the situation with you and support you in the process.

As ESB Centre you are required to take all reasonable steps to protect the interests of your learners in case of your centre withdrawal. Please consider any learners that you may still have preparing to take ESB International assessments. We will be happy to work with you to ensure that relevant measures are in place to mitigate the risk of adverse effect for these learners.

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. For our Privacy Policy please click <u>here</u>.

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.

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 Policy and Privacy Policy can be found on our website https://esbuk.org/web/about-us/policies-and-procedures/

Updating your Centre details

Should there be any changes to your centre details (i.e. address, phone number, centre organiser etc.) you are responsible for informing us of these changes to ensure accurate records are held on the My ESB Hub. Please email <u>customer@esbuk.org</u> to let us know of any changes to your centre details.
Table 1: ESB International Speech Qualification Titles and Ofqual qualification numbers

Graded Examinations in Speech	
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
Other Speech	
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 th September 2022)	600/4426/3
ESB Level 1 Award in Using Oral Skills for Interviews (To be withdrawn on 30 th September 2022)	501/1144/9
ESB Level 2 Award in Using Oral Skills for Interviews (To be withdrawn on 30 th 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
Speech for Learners with Significant Special Educational Needs and Disabilities	
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 Communicating with Others (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 Oral communication in the community (Entry 2)	600/2968/7
ESB Entry Level Award in Preparing for Performing within a Team (Entry 2)	501/0188/2
	221, 2100, 2

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

Incident Report Form

Section 1: Assessment Details (to be completed by the Invigilator/ Assessor)

Type of qualification		
Speech	ESOL SfL 🗆	ESOL International

Assessment information - complete all sections which	are appropriate to the assessment
Type of assessment (e.g. Written/ Speaking)	
Assessment form (online/face-to-face)	
Level of assessment (e.g. B1/ B2 or E3, L1, etc.)	
Date of assessment	
Start time of assessment	
End time of assessment	
Time of incident	
Centre/ Satellite Centre/ Venue name	
Centre/ Satellite Centre/ Venue ID	
Assessor / Invigilator name	
Quality Assurance Organiser / Centre contact name	

Section 2: Incident Details

Tick all which are appropriate to the incident which has occurred	
Learner issue	
Disruption (e.g – Noise, Interruption)	
Administration error (e.g – Photocopies, Missing papers, Incorrect paper used)	
Equipment (e.g – Audio equipment)	
Assessment room	
Other	

Nature of incident

Section 3: Learners Affected

Were any learners affected by the incident?	Yes 🗆	No 🗆	
If Yes – List affected learners' names (& IDs below)			
If Yes – Explain how learner(s) were affected			

Was the incident resolved at the time of the assessment?	Yes 🗆	No 🗆
If Yes – Explain how the matter was resolved	·	

Section 4: Declaration

Incident Report Form completed by:	
Name (please print):	-
Signature:	-
Position:	
Date:	

UK SPECIAL CONSIDERATION REQUEST FORM

for learners affected by temporary disability, serious illness or indisposition at or near the time of assessment

Section 1: Centre details

Centre Name				
Centre ID				
	Special Consideration Request Form completed by:			
Name				
Position	Contact no.			

Section 2: Learner details

Learner name	Learner number	
Qualification title/ Level	Date of assessment	

Section 3: Reason for request

Summary of circumstances affecting learner's performance, and action taken (please continue on a separate sheet if required).

Summary of any supporting documentation

Certificate/statement attached (copy) - Yes / No

Section 5: Declaration

I hereby certify that the above information is true and correct to the best of my knowledge and I fully support this application

Signature			Date	
Any further action required?	(This may in	clude transfer to a later a	assessment sessi	on if appropriate)

Please note: In making the declaration the Centre is agreeing to retain a copy of this document and any relevant original certification/ documentation.

ESB-FRM-33 UK Special Consideration Request Form Issued by: Kirsty Grainger, Quality Assurance Officer Authorised by: Anna Domaszek, Quality Assurance Manager

International centre guidance for adapted English Speaking Board (International) Ltd. Speech assessments:

Synchronous adaptation using video conferencing

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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 web/app/uploads/2021/09/ESB-POL-C10-Reasonable-Adjustments-and-Special-Considerations-Policy-v7.pdf. Please contact 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 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 <u>product@esbuk.org</u>.



Speech Assessment Rules and Regulations

Information for Learners

- 1. If you do not feel well on the day of the assessment or think that your assessment may be affected for any other reason, tell the teacher immediately. If appropriate, the Centre will report this to ESB International for consideration when deciding your result and Special Considerations might be granted.
- 2. Your assessor will not be able to tell you your result or give feedback on the day. All the available information will be provided to you in your post assessment Report.
- 3. If you have passed the assessment, we will send your post assessment report to your Centre within 5 working days and the certificate will be issued within 10 working days after the results are released.
- 4. Please ensure you come to your assessment on time. The English Speaking Board (International) Ltd (ESB International) reserves the right not to assess Learners who arrive late to their assessment and the Assessor is under no obligation to do so.
- 5. The use of offensive (e.g. rude or racist) language and/or inappropriate behaviour in the assessment room will not be accepted.

Information for Centres

- 1. For safeguarding reasons, a responsible adult from the Centre must be present in the assessment room for the duration of the assessment.
- 2. Only the responsible adult, the assessor and the Learners may be present during the assessment.
- 3. If the assessment of any Learners is disrupted by an external incident during the assessment such as a fire alarm, your Centre will raise an Incident Report Form. This may also be raised by an Assessor if present during the incident.
- 4. The assessor can stop the assessment if a situation presents itself that poses a threat to the health and safety of any person involved in the assessment.

ESB International Speech Assessments – Timetabling Guidance

Introduction

The purpose of this document is to provide a guide to help you plan your assessment day.

The tables below factor in room set-up and transition times to ensure adequate time is planned for learners and assessors throughout the day. It also identifies the maximum number of learners per day and recommended group sizes.

Graded Examinations in Speech

ESB Pre-Entry Level Award in Speech and ESB Entry Level Award in Speech (Entry 1-3)

For the recommended group size of 6 learners:

	Per Learner	9 minutes	May 26 Jaarnars (day	
Pre- Entry	Per Group	54 minutes	Max 26 learners/day (approx. 4 groups)	
	Total time, including set-up and transition time	1 hr 10	(approx. 4 groups)	
>	Per Learner	10 minutes	May 26 Jaarnars/day	
Entry 1	Per Group	60 minutes	Max 26 learners/day (approx. 4 groups)	
	Total time, including set-up and transition time	1 hr 15		
Entry 2	Per Learner	11 minutes	Max 24 learners/day	
	Per Group	66 minutes	(approx. 4 groups)	
	Total time, including set-up and transition time	1 hr 20		
У	Per Learner	12 minutes	Max 22 learners/day	
Entry 3	Per Group	72 minutes	(approx. 3 groups)	
E	Total time, including set-up and transition time	1 hr 25		

Note – EAL learners have the following assessment times:

A1 (E1) 9 mins; A2 (E2) 10 mins; B1 (E3) 11 mins

Foundation Level – ESB Level 1 Award in Speech (Grade 1-3)

For the recommended group size of 6 learners:

le	Per Learner	13 minutes	Max 20 learners/day	
Grade 1	Per Group	78 minutes		
	Total time, including set-up and transition time	1 hr 30	(approx. 3 groups)	
Grade 2	Per Learner	13 minutes	Max 20 learners/day (approx. 3 groups)	
	Per Group	78 minutes		
	Total time, including set-up and transition time	1 hr 30		
Grade 3	Per Learner	14 minutes	May 20 Jaarmara (day	
	Per Group	84 minutes	Max 20 learners/day	
	Total time, including set-up and transition time	1 hr 40	(approx. 3 groups)	

Intermediate Level – ESB Level 2 Certificate in Speech (Grade 4-5)

For the recommended group size of 6 learners:

e	Per Learner	15 minutes	May 10 Jacometers (day	
Grade 4	Per Group	90 minutes	Max 18 learners/day (approx. 3 groups)	
	Total time, including set-up and transition time	1 hr 45		
a	Per Learner	18 minutes		
e 5	Per Group	108	Max 16 learners/day (approx. 2 groups)	
Grade 5a		minutes		
	Total time, including set-up and transition time	2 hr		
<u>5</u> b	Per Learner	18 minutes		
Grade 5	Per Group	108	Max 16 learners/day	
		minutes	(approx. 2 groups)	
G	Total time, including set-up and transition time	2 hr		

Advanced Level – ESB Level 3 Certificate in Speech (Grade 6 and 8)

For the recommended group size of 6 learners:

Grade 6	Per Learner	18	Max 14 learners/day	
	Per Group	108 min	(approx. 2 groups)	
	Total time + set up + general added time accounted for	2 hr 15		
Grade 8	Per Learner	25	Max 12 learners/day (approx. 2 groups)	
	Per Group	150 min		
	Total time + set up + general added time accounted for	2 hr 45		

Group Speaking

ESB Entry Level Award in Group Speaking (Entry 2 and 3) and ESB Level 1 Award in Group Speaking

For a minimum of 6 learners (no maximum)

Group Speaking Entry 2	Per Group	15 minutes	May 20 groups par day
	Total time + set up + general added time accounted for	25 minutes	Max. 20 groups per day
Group Speaking Entry 3	Per Group	18 minutes	May 15 groups par day
Grc Spea Ent	Total time + set up + general added time accounted for	30 minutes	Max. 15 groups per day
p ch king el 1 ard	Per Group	20 minutes	May 15 around par day
Group ch Speaking Level 1 Award	Total time + set up + general added time accounted for	30 minutes	Max. 15 groups per day

ESB Level 1, 2 and 3 Award in Debating

1	Per Learner	4 minutes	Max 48 learners/day	
Level 1	Per Group	40 minutes		
	Total time + set up + general added time accounted for	50 mins	(approx. 6 groups)	
2	Per Learner	4 minutes	Max 48 learners/day (approx. 6 groups)	
Level	Per Group	40 minutes		
	Total time + set up + general added time accounted for	50 hr		
Level 3	Per Learner	5 minutes	May 40 Jaarpars (day	
	Per Group	50 minutes	Max 40 learners/day (approx. 5 groups)	
	Total time + set up + general added time accounted for	1 hr	(approx. 5 groups)	

ESB Early Steps – Step 1 and Step 2

Early Steps: Step 1 (Speaking Together)	Per Group	15 minutes	Max 20 groups par day	
Early Ste (Spec Toge	Total time + set up + general added time accounted for	25 minutes	Max. 20 groups per day	
Steps: 2p 2 aking ut)	Per Group	45 minutes	May 6 groups par day	
Early Step Step 2 (Speakin Out)	Total time + set up + general added time accounted for	55 minutes	Max. 6 groups per day	

ESB Level 3 Award in Travel and Tourism Oral Communication Skills for Overseas Resort Representatives

æ	Per Learner	20 minutes	Max 14
vel	Per Group	2 hr	learners/day
Le	Total time + set up + general added time accounted for	2 hr 10 mins	(approx. 2 groups)

ESB Level 4 Award in Professional Presentation Skills

Level 4	Per Learner	25 minutes	Max 12
	Per Group	2 hr 30 min	learners/day
	Total time + set up + general added time accounted for	3 hr	(approx. 1-2 groups)

English Speaking Board (International) Ltd.

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