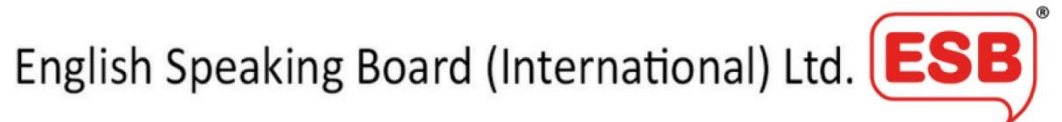




ESOL
International

English Speaking Board (International) Ltd.



ESB International Handbook for ESOL International Centres

2023 onwards



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SECTION ONE – INTRODUCTION

Introduction to English Speaking Board (International) Ltd.

English Speaking Board (International) Ltd. (ESB International) wants all learners to possess the oracy and English language skills they need to achieve their aspirations.

By developing speaking and listening skills, we stretch the most able, support the least confident and realise the potential of all by closing the disadvantage gap. ESB International's ESOL International qualifications are mapped to the Common European Framework of Reference for Languages (CEFR) and are designed to encourage progression.

ESB International offers regulated ESOL International qualifications across four levels:



ESOL International (All Modes) qualifications test the level of linguistic and communicative competence of the learners in both receptive and productive abilities and consist of 5 parts:



Letter from Chief Executive

Your role as a Centre for ESB International

ESB International as an awarding organisation appears on the Register of Regulated Qualifications as regulated by Ofqual. Ofqual (The Office of Qualifications and Examinations Regulation) regulates qualifications, examinations and assessments in England. It is a non-ministerial government department with jurisdiction in England, set up in April 2010 under the Apprenticeships, Skills, Children and Learning Act 2009. As an awarding organisation, ESB International is required to follow Ofqual's General Conditions of Recognition. These apply to all the qualifications and organisations Ofqual regulate.

Your role as an ESOL International Centre is to participate in the delivery or award of assessments in English for Speakers of Other Languages ("ESOL"). Your Centre therefore has an enforceable agreement with ESB International, which states that the activities of the centre and its third parties, must ensure that ESB International is fulfilling Ofqual's General Conditions of Recognition.

Therefore, in your actions as a Centre, you must adhere to the instructions throughout this handbook to ensure that ESB International is fulfilling Ofqual's General Conditions of Recognition. This handbook supports you to act professionally, ethically and to deliver the assessments in accordance with the required standards. As does the training, guidance and other documentation provided to you by ESB International. In the unfortunate event that a Centre fails to carry out their activities in accordance with this handbook, such matters 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 the centre, including its ESB designated staff and learners, if their actions prevent ESB International from fulfilling their regulatory requirements. The centre can be disqualified or suspended, and their learners can also have results voided or be barred from taking assessments in the future with ESB International.

Thank you for choosing to play a part in the delivery of ESOL International assessments for ESB International and I hope that your professional practice and behaviour enhances the experience of your learners and maintains the professional reputation of ESB International.

Tina Renshaw
Chief Executive
English Speaking Board (International) Ltd.

Definitions

English Speaking Board (International) Ltd. (ESB International) – a regulated awarding organisation who produce qualifications in speech and English language

ESOL International Centre (or Centre) – acts as the Centre for assessments in English for Speakers of Other Languages ("ESOL")

General Conditions of Recognition – these are general rules and guidance issued (and amended) by Ofqual from time to time. These apply to all the qualifications and organisations Ofqual regulate. All regulated awarding organisations have to follow them

Invigilator – the role supervises learners who are participating in the activity of being assessed for a qualification, where such supervision involves neither any teaching nor the giving of any guidance or direction beyond that which is necessary to convey instructions for the carrying out of the assessment or otherwise for the effective management of the assessment activity

Ofqual – the Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England

OMR form – Optical Mark Recognition form – answer sheet capturing learners' answers from the oral assessment

Online assessment platform – the third party platform, managed by ESB International to publish, schedule, and deliver all or sections of a qualification's assessments online.

Oral assessor – the overarching term given both to the Assessor and Interlocutor, both are interchangeable and required to mark the learners' performance against the organisation's predetermined criteria

Quality Assurance Organiser – the role ensures that the assessment is completed under the required conditions, supervises the Invigilators and oral assessors during the assessment

SharePoint – the file sharing software which ESB International and ESOL International Centre will use in order to share files in a safe and secure way

ESB International Contacts

Reason for contact	Person to contact	Contact information
High-level queries relating to ESB International qualifications	Chief Assessor	Ben.Jackson@esbuk.org
Training, standardisation and moderation of oral assessors	Senior Assessor	Alexis.Thompson@esbuk.org
Assessment administration (results, certificates)	CX Team CX Manager	customer@esbuk.org Sue.Roberts@esbuk.org
Inspections, audits and quality assurance	QA Team QA Manager	QualityAssurance@esbuk.org Anna.Domaszek@esbuk.org

SECTION TWO – ROLES AND RESPONSIBILITIES

Role of ESB International and the centre

ESB International will provide the centre with the opportunity to offer regulated qualifications for the learners registered with the centre and to be certificated following successful completion of one of its qualifications.

ESB International is required to comply with Ofqual's General Conditions of Recognition and ensure that the centre, its oral assessors, Invigilators, Quality Assurance Organisers, venues and any further third parties used by the centre also meet and comply with the conditions relevant for their role or function.

The views and activities of the centre should accurately reflect the purpose of ESB International.

Ofqual's General Conditions of Recognition

As an awarding organisation, ESB International must adhere to Ofqual's General Conditions of Recognition. The overall responsibility for complying with these conditions sits with ESB International, however the support of the centre is required in order for this to be possible. ESB International have a set of policies and procedures which are available on ***esbuk.org*** to support compliance with Ofqual's conditions.

What areas are covered in Ofqual's General Conditions of Recognition?

Section A – Governance

Section B – The awarding organisation and Ofqual

Section C – Third parties

Section D – General requirements for regulated qualifications

Section E – Design and development of qualifications

Section F – Providing qualifications to purchasers

Section G – Setting and delivering the assessment

Section H – From marking to issuing results

Section I – Appeals and certificates

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

ESB International will monitor the centre's adherence to the agreements to identify non-compliant activity, or risks of failing to comply, including through routine and unannounced visits

In order to ensure that ESB International is compliant with Ofqual's General Conditions of Recognition, the centre, its Quality Assurance Organisers, Invigilators and oral assessors must comply with the contract, policies, procedures, handbooks and any other documentation provided by ESB International.



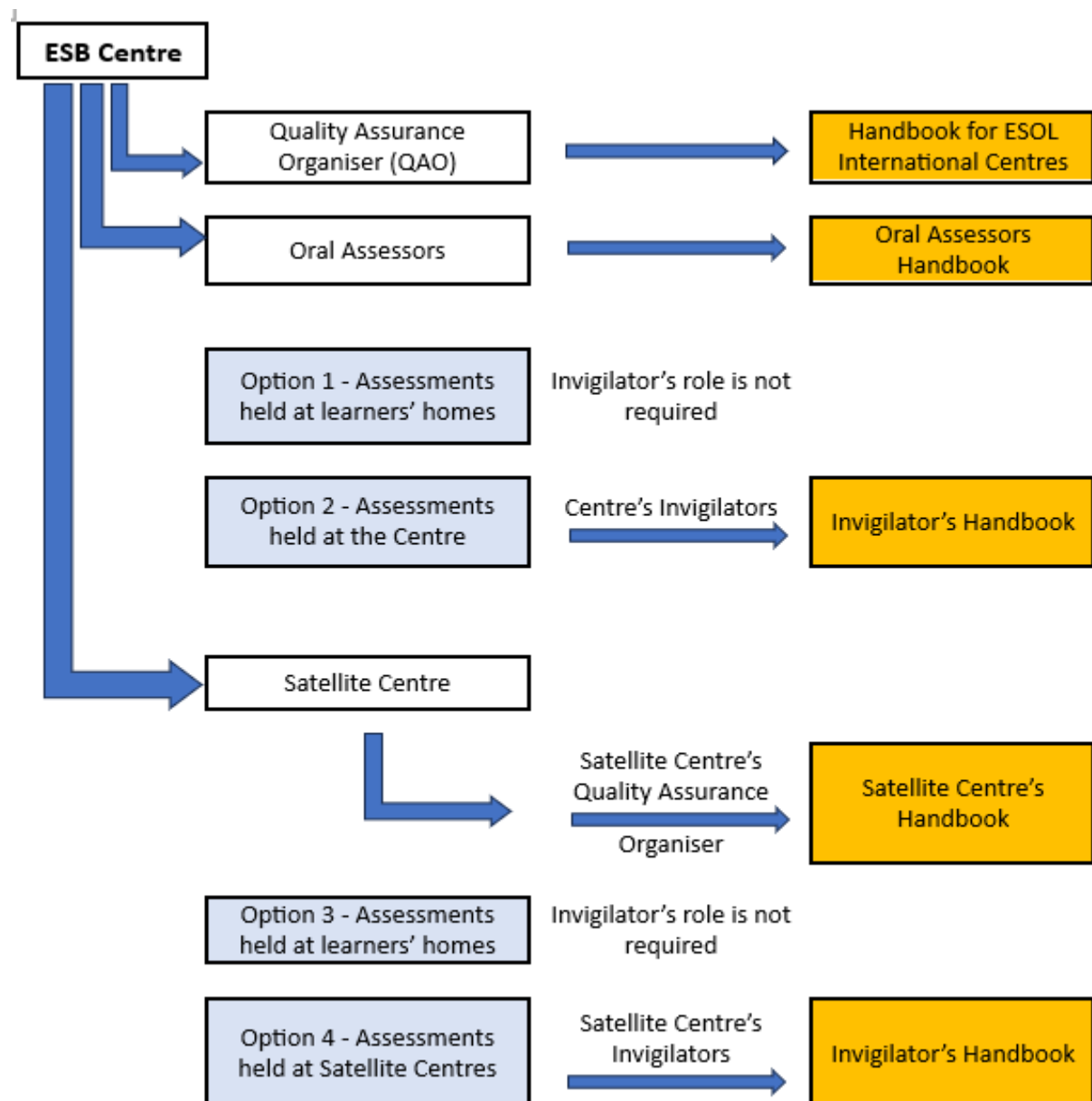
Insurance and Health and Safety

The centre is responsible for insurance and health and safety of its premises and all staff, visitors, contractors etc. visiting their premises therefore the centre shall maintain in force against all risks which may arise from the performance or non-performance of its obligations insurance cover with a reputable insurer, a copy of which shall be provided to ESB International on request.

- The centre must ensure that all equipment and accommodation, used for the purpose of delivery of assessments, comply with the requirements of health and safety regulations
- The centre must impose responsibility 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
- The centre must comply with all health and safety regulations that apply under law
- The centre shall take all such steps as may be necessary to ensure the safety of
 - any ESB International personnel who visits any premises of the centre
 - any visitors to any premises for the purpose of taking any assessment (or any part of any assessment)

Assessment options and documentation supporting the delivery of ESB International assessments

ESB International offers flexible online assessments and, depending on the option/s chosen by its Centre, will provide handbooks to support the Centre with understanding the requirements relevant to each option. These handbooks must be followed to ensure the Centre respects all ESB International's procedures and ESB International fulfils its Conditions of Recognition.



Oral assessors (includes assessors and interlocutors)

Oral Assessors Recruitment and Approval Process

The role of an Oral Assessor is to undertake the assessment of a learner's speaking and listening skills, using a particular set of criteria to make judgements as to the level of attainment a Learner has demonstrated. This role requires a skilled and experienced individual who must have:

- The English language skills of a native speaker of English or equivalent, or have a certificate in English proficiency equal to C2 of the Common European Framework
- Extensive teaching experience at the levels B1-C2
- Either a Cert-TESOL from Trinity or Cambridge as a minimum award (or equivalent). Any applications with other awards must be submitted to ESB International for approval
- Experience of applying assessment criteria to learner performance, linked to CEFR levels
- Thorough knowledge of the language production expectations for levels B1-C2
- Excellent communication skills
- The ability to follow procedures as set out by ESB International
- Clear diction
- A professional manner
- The ability to cope under pressure
- The willingness to undertake regular professional development
- The willingness to act on feedback to improve assessment delivery

During the recruitment process, the centre conducts review activities using the following documentation received from oral assessors:

1. Oral Assessor Application form
2. CV
3. Certificates confirming teaching and any other relevant qualifications, e.g. assessor qualifications
4. Certificates confirming language abilities
5. Confidentiality Agreement and Conflict of Interest Declaration

All applications that are deemed satisfactory by the centre must be made available to the ESB International Quality Assurance Team for sampling/ approval.

Once reviewed by ESB International, all accepted oral assessors (interlocutors and assessors) must go through the approval process and complete an initial ESB International training programme before being approved, as set out below:

Step 1: Complete initial training provided by ESB International, which includes:

- an introduction to ESB International,
- roles and responsibilities of oral assessors and
- Setting the Standard.

Step 2: Complete and pass standardisation activities, this includes:

- Providing assessor and global marks for two B-level learners
- Providing assessor and global marks for two C-level learners

This activity will be quality assured and marked by ESB International.

Step 3a: When an oral assessor successfully passes both B-level and C-level standardisation activities, the oral assessor is provided with an Assessor ID code and officially approved to carry out oral assessments on behalf of ESB International.

Step 3b: If they fail one or both of the standardisation activities, they have one opportunity to re-take (both or the one they failed) again.

Step 4a: If both standardisation activities are passed (B-level and C-level), oral assessors are approved and provided with an Assessor ID code and officially approved to carry out oral assessments on behalf of ESB International.

Step 4b: If they fail one or both of the assessments, they will be unable to assess and must attend training and standardisation again when the next new resource is available the following term, as described above.

All oral assessors must have their first assessment recorded and this must be submitted to ESB International for moderation.

All approved oral assessors are registered by ESB (International) and receive an Assessor ID code. This code must be recorded on each OMR sheet to indicate whether the assessor has acted as the assessor or the interlocutor.

All approved oral assessors must complete annual ESB International training and standardisation in order to retain their registration.

ESB centre obligations when delivering ESOL International qualifications:

1. To ensure that oral assessors (includes assessors and interlocutors) have the necessary competencies and proficiencies, evidenced in their CVs and certificates to be able to carry out oral assessments on behalf of ESB International.
2. To arrange oral assessor training and standardisation for any new oral assessors, which will be delivered and quality assured by ESB International on a monthly basis.
 - ESB International will provide the centre with access information to the training and standardisation resources each month, which must then be shared with the oral assessors. A new training and standardisation resource will be provided every term, which is three times per year: March, July and November.
3. To ensure that new oral assessors attend and pass training and standardisation before they carry out oral assessments on behalf of ESB International.
4. To ensure existing oral assessors attend and pass annual training and standardisation to maintain their approval to carry out assessments on behalf of ESB International
5. To provide ESB International with recordings of oral assessments for oral assessors upon request, to ensure all active oral assessors are moderated at least once per calendar year.
6. When requested, provide ESB International with additional recordings of oral assessments for moderation, this could be for specific satellite centres, assessors, or a random sample.
7. To supply ESB International with a list of oral assessors identifying newly trained assessors.
8. To supply ESB International with a report specifying the dates, locality and level each oral assessor assessed each quarter.

9. To provide ESB International with training and standardisation video resources, as and when requested.

Carrying out oral assessments

Learners must be assessed in pairs and, in the case of an odd number, assessed in a group of three. If there is only one learner at an assessment session, a 'dummy' learner of similar linguistic ability must be provided to act as a partner.

There must always be two assessors present for all levels of the ESB International oral assessments. One oral assessor acts as the interlocutor and the other oral assessor acts as the assessor. These roles are interchangeable and it is expected that assessors will swap roles during the course of an assessment session.

In exceptional circumstances, where only one approved oral assessor is able to conduct the assessment, this oral assessor **MUST** perform the role of the assessor. The role of the interlocutor may be performed by a trainee oral assessor under the supervision of the approved oral assessor. The centre must inform ESB International of the exceptional circumstances and approval from ESB International must be sought before the assessment takes place.

Moderation of Oral Assessors

In accordance with Condition H2 - Centre Assessment Standards Scrutiny where an assessment is marked by a Centre, ESB International must have in place clear and effective arrangements to undertake quality assurance of these assessments. This applies only to the Speaking part of the assessment.

Moderation of Oral Assessors will take place for one or more of the following reasons:

- It is the first assessment an Assessor carries out
- It is an action following a previous moderation report by ESB International
- It is an action following a malpractice or maladministration investigation of the Oral Assessor and/ or the Centre (or the satellite centre) they work for
- The Oral Assessor has not been moderated for 12 months
- The Oral Assessor is part of a random sample selected for moderation
- The Oral Assessor consistently scores candidates well above or below the average for a candidate at that level

ESB International will request Speaking assessment recordings on a monthly basis. It is a requirement of all Centres (and their satellite centres, if applicable) to submit them when requested.

ESB International must ensure that any such moderation which it undertakes ensures that it is able to make any necessary changes to the marking of evidence generated by a Learner in an assessment and make such a change wherever it considers it necessary in order to ensure that the assessment remains fit for purpose or that the criteria against which Learners' performance is differentiated are being applied accurately and consistently.

ESB International have documentation and handbooks in place to assist with the training and maintenance of knowledge within their Centres. ESB International has also developed training to ensure high standards of activity are achieved by all those involved with our assessments.

For full details of oral assessor responsibilities please see ESB-HBK-C32 ESB International Handbook for Oral Assessors of Centres delivering online assessments for ESOL International.

Quality Assurance Organisers responsibilities (and Invigilators, if applicable*)

**Invigilators are only required if learners complete assessments at the centre or satellite centre venue.*

The Recruitment of Quality Assurance Organisers and Invigilators

- The Centre is responsible for reviewing all Quality Assurance Organiser and Invigilator application forms and approving them to act as designated staff for the delivery of ESB International's assessments.
- Invigilators must either be native speakers of English or have a certificate in English proficiency equal to B2 of the Common European Framework (CEFR).
- Quality Assurance Organisers must demonstrate an appropriate level of administrative competence within their CV and/or other supporting documentation and speak English to B2 level.
- Any potential Conflict of Interest must be reviewed prior to the appointment of a Quality Assurance Organiser and Invigilator and managed in accordance with ESB International's Conflict of Interest policy.
- The CVs of the Invigilators and Quality Assurance Organisers, along with any supporting documents, e.g., certificates, must be retained for audit by ESB International. ESB International will audit a sample of applications on a quarterly basis.
- Invigilators and Quality Assurance Organisers must pass a competency test provided by ESB International to be approved

During the recruitment process, the ESB Centre conducts review activities using the following documentation received from Quality Assurance Organisers and Invigilators:

1. Quality Assurance Organiser/ Invigilator Application form
2. CV
3. Certificates confirming language abilities
4. Confidentiality Agreement and Conflict of Interest Declaration

All applications that are deemed satisfactory by the centre must be made available to the ESB Quality Assurance Team for sampling/ approval.

Once approved by the Centre, all Invigilators and Quality Assurance Organisers must pass a competency test provided by ESB International to be approved by ESB International.

Roles and Responsibilities of Quality Assurance Organisers and Invigilators

The Quality Assurance Organiser must act at all times in accordance with the ESB Centre Handbook, a copy of which ESB Centre must ensure is available to every Quality Assurance Organiser and at every satellite centre (if applicable).

The main function of the Quality Assurance Organiser is to ensure that the assessment is completed under the required conditions and that work is completed by the learner for whom it is submitted.

It is the responsibility of the Quality Assurance Organiser to ensure the adherence to procedures relating to security, delivery and return of documentation detailed in the ESB Centre Handbook.

The Quality Assurance Organiser must ensure that all reasonable adjustments are enacted as per the information provided by ESB International.

Any incident that means that an assessment could not be completed under the required conditions or that a learner did not complete their own work, must be recorded as an incident on an Incident Report Form.

Any suspicions of learner malpractice must be brought to the attention of the ESB International Quality Assurance Team at the earliest possible opportunity.

For remote assessments (where learners take the assessment from their private location), the Centre will be required to carry out retrospective invigilation of learners, across all levels for each assessment schedule. The proportion of invigilation required by ESB International will be risk-based.

For assessments taking place at an ESB International Centre (or satellite centre) it is the responsibility of the Quality Assurance Organiser to ensure that:

- the assessment room meets the requirements of ESB International
- learners adhere to the rules relating to the security and reliability of online assessments, as set out in the Centre Handbook

* If your centre carries out assessments at the Centre (or its satellite centres) you are required to have Invigilators to support the delivery of the assessment and to supervise the learners during the assessment. **Invigilators are only required if assessments are taking place at an ESB Centre (or its satellite centre) and not in the learner's homes.** The Invigilators report to the QAO, who has the overall responsibility for compliance with ESB International requirements. Please ensure all Invigilators are familiar with ESB-HBK-C33 ESB International Handbook for Invigilators of Centres delivering online assessments for ESOL International.

Approval of a satellite centre

This section applies to all ESB International centres that included in their centre application the intention to engage third parties to support the development, delivery or award of ESB International's qualifications.

1. Upon approval from ESB International to engage satellite centres, all centres must carry out due diligence on potential satellite centres before they can be approved to book and deliver ESB International's qualifications.
2. The Centre conducts review activities using the following documentation received from satellite centres:

1. Satellite Centre Application form
2. Invigilator application form*
3. Quality assurance organiser application form**
4. CVs and certificates for key staff, including quality assurance organisers
5. Satellite Centre Confidentiality Agreement and Conflict of Interest Declaration

ESB Centre uses the scoring system on the *Satellite Centre Application Form* alongside the *Satellite Centre Application Form Review Guidance* document to make fair and reliable decisions relating to the suitability of satellite centres and their ESB designated staff.

3. Once a satellite centre has met the satellite centre application criteria, the centre may inform a satellite centre that they are approved as a satellite centre and eligible to book assessments.
4. The above satellite centre's approval process must be completed before the centre allows a satellite centre to confirm their status publicly and accept bookings.
5. Should any satellite centres be identified as misleading learners in their marketing that they are an approved satellite centre, when the process is incomplete, this will lead to a finding of maladministration and no satellite centre approval will be granted.
6. Should a satellite centre be given access by the centre to book assessments prior to the approval being completed, this will be deemed to be maladministration by the centre.
- 7. The centre must inform ESB International by emailing the Quality Assurance Team when a new satellite centre is approved, and all documentation must be securely stored according to data protection law and made available to ESB International via Sharepoint on request for sampling purposes.**

**All Centres engaging satellite centres are required to have a Quality Assurance Organiser at their Centre as well as a Quality Assurance Organiser at each satellite centre they engage with.

Please provide all your approved satellite centres with ESB-HBK-C31 ESB International Handbook for Satellite Centres of a Centre delivering online assessments for ESOL International and ensure they are familiar with and respect all ESB International's procedures.

SECTION THREE – ADMINISTRATION

Online assessments

All ESB ESOL International (B1 –C2 level) online assessments are delivered during 2 sessions. One session is delivered via the online assessment platform and covers 4 sections of the assessment (Listening, Reading, Use of English and Writing). The other session covers the Speaking assessment and can be delivered via any secured video conferencing software chosen by the centre.

1. Online assessment - Listening, Reading, Use of English and Writing sections

In accordance with Ofqual's condition G5, ESB International must take all reasonable steps to ensure that each learner taking ESB International's qualifications is registered in a way that permits the learner to be clearly and uniquely identified. Therefore, all ESB International assessments for the centre must be booked on the ESB database.

1.1 Accessing online assessments and registering learners on the online booking platform

ESB International will:

- Publish online assessments on ESB International's online assessment platform. This will include the Listening, Reading, Use of English and Writing sections of all ESOL International qualifications, B1- C2.
- Publish assessments ready for scheduling at least 4 working days before the assessments are due to take place and inform the centre when they are ready.

The centre will:

- Schedule assessments learners have booked, upload learners to the online assessment platform and add them onto the correct assessment, at least 4 working days before the assessments are due to take place.

Scheduling assessments in the online assessment platform (Cirrus)

1. Complete learner upload spreadsheet:

	A	B	C	D	E	F	G	H	I
	FirstName	LastName	Date of Birth (DD-MM-YYYY)	Username	Password (same as learner ID)	Learner ID (Centre prefix-ID No.)	Email	Level-Date (DD-MM-YY)	Fast track?
1	Firstname1	LastName1	01/01/2001	firstname1_lastname1	EP-0001	EP-0001	firstname1@example.com	B2-13-06-23	No
2	Firstname2	LastName2	02/01/2001	firstname2_lastname2	EP-0002	EP-0002	firstname2@example.com	B2-13-06-23	No
3	Firstname3	LastName3	03/01/2001	firstname3_lastname3	EP-0003	EP-0003	firstname3@example.com	B2-13-06-23	Yes
4	Firstname4	LastName4	04/01/2001	firstname4_lastname4	EP-0004	EP-0004	firstname4@example.com	B2-13-06-23	No
5	Firstname5	LastName5	05/01/2001	firstname5_lastname5	EP-0005	EP-0005	firstname5@example.com	B2-13-06-23	No
6	Firstname6	LastName6	06/01/2001	firstname6_lastname6	EP-0006	EP-0006	firstname6@example.com	B2-13-06-23	No

Column A: First name

Column B: Last name

Column C: Date of birth (DD-MM-YYYY)

Column D: Username is firstname_surname (all lower case), for example joe_bloggs

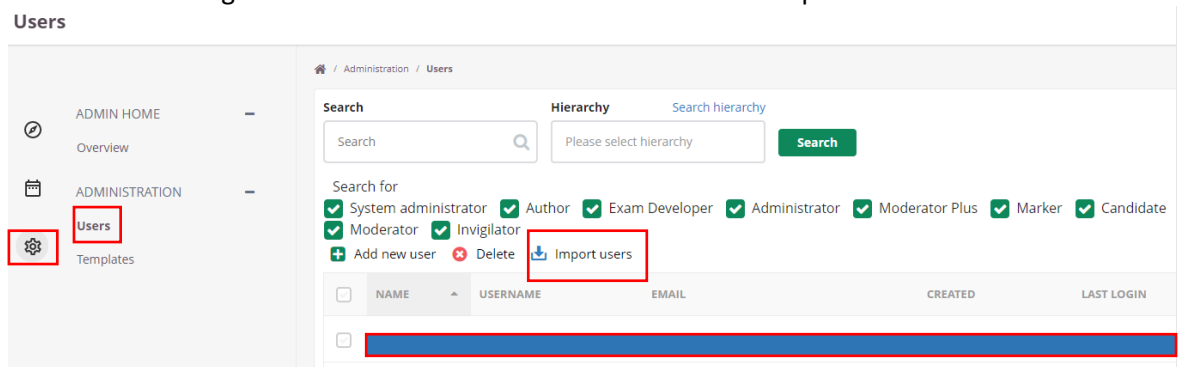
Column E: The password is the same as the learner ID.

Column F: The learnerID must be centre prefix-learnerID. If you have satellite centres, it should be centre prefix-satellitecentreID-learner ID

Column G: You do not have to create an e-mail address for the learner. This is optional.

Column H: This must follow the format in the example: Level-Date of assessment (DD-MM-YY)

- Column I:** If the learner is paying for a fast track result, type 'Yes' into the cell
- Log into the platform using your access details: <https://esb.cirrusplatform.com>
 - Click on the settings icon on the left and select 'Users'. Click on 'Import Users'



- Select the user import template you wish to upload:

Name	Date modified	Type
USERIMPORT-001-B1-29-6-20	26/06/2020 09:56	Microsoft Excel W...
USERIMPORT-002-B1-29-6-20	26/06/2020 10:03	Microsoft Excel W...

- Ensure each column matches the heading in the dropdown box and complete following the example below, making sure you delete any unwanted sub-hierarchy tabs, then select 'Try import'.

The 'Import users' dialog box contains two main sections. The left section has input fields for: First name (FirstName), Last name (LastName), Username (Username), Password (Password (same as learner ID)), User ID (Learner ID (Centre prefix-ID No.)), Email (Email), Synchronization key (Select column), and Extra time (Select column). The right section has dropdown menus for: Region (Europe), TimeZone ((GMT+03:00) Athens), Role (Candidate), Start hierarchy (ESB / [dropdown]), and Sub-hierarchy: 1 (Level-Date (DD-MM-YY)). At the bottom, there are buttons for 'Add sub-hierarchy', 'Delete sub-hierarchy', 'Try import', and 'Cancel'. The 'Try import' button is highlighted.

6. If you have completed the information accurately, you will receive the below message. Select 'Import'. If there are any errors, you will receive a message that explains what the errors are. You will need to correct these.

Import users

✕

How many rows in the file that will be imported:	6
How many rows in the file that will be synchronized:	0
Rows in the file that contains errors (will not be imported):	0
How many users are in Trash can	0
How many subgroups already exist in the system:	0
How many subgroups will be created:	1

Import

Cancel

7. You will then see the uploaded users in the list of users in Cirrus.

<input type="checkbox"/>	NAME	USERNAME	EMAIL	CREATED	LAST LOGIN	ROLE
<input type="checkbox"/>	Firstname1 Lastname1	firstname1_lastname1	firstname1@example.com	18/05/2023 13:04	-	Candidate
<input type="checkbox"/>	Firstname2 Lastname2	firstname2_lastname2	firstname2@example.com	18/05/2023 13:04	-	Candidate
<input type="checkbox"/>	Firstname3 Lastname3	firstname3_lastname3	firstname3@example.com	18/05/2023 13:04	-	Candidate
<input type="checkbox"/>	Firstname4 Lastname4	firstname4_lastname4	firstname4@example.com	18/05/2023 13:04	-	Candidate
<input type="checkbox"/>	Firstname5 Lastname5	firstname5_lastname5	firstname5@example.com	18/05/2023 13:04	-	Candidate

8. Click on the Scheduling icon on the left and click on 'Add'

Filters

Active

☒ Archived

CLUSTERS

☐ ESB Italy 0

HIERARCHY

☐ ESBItaly 0

☐ Study Tours 0

Delivering: schedule

Schedule

Invigilation

+ Add

✕ Delete

↶ Archive

📄 Create copy

➡ Set PIN

<input type="checkbox"/>	TITLE	CODE	VERSION	STARTING	ENDING
No results found					

Total 0 item(s) found | Show 50 item(s) per page

- Select the assessment you wish to schedule by checking the box to the left of the assessment title.

Add new schedule

Select assessment

SELECT ASSESSMENT
Search for and select the assessment you want to schedule.

Search

	TITLE	CODE	VERSION	TYPE	AUTHOR
<input checked="" type="checkbox"/>	A2 ASSESSMENTS - [redacted]	A2-A	1	Summative	Isaac Hart
<input type="checkbox"/>	A2 ASSESSMENTS - [redacted]	A2-A	1	Summative	Isaac Hart
<input type="checkbox"/>	A1 ASSESSMENTS - [redacted]	A1-A	1	Summative	Isaac Hart
<input type="checkbox"/>	A1 ASSESSMENTS - [redacted]	A1-A	1	Summative	Isaac Hart

Total 4 results found

- Scroll down until you see 'Options', add the hierarchy and update the schedule window accordingly.

Start date/ time: must be the exact date and time the assessment is due to start, e.g. 14-06-22 at 14:00

End date/ time: the date is the same as the start date. The times are dependant on the level and must be inputted as follows:

- B1: + 4 hours from start time
- B2: + 4.5 hours from start time
- C1: + 5 hours from start time
- C2: + 5.5 hours from start time

Note – this does not mean a learner will have 4 hours to complete a B1 (for example). As soon as the learner is logged in, has gone through the pre-assessment checks, the standard assessment time will begin. The reason for the additional time is to provide space for any technical difficulties in starting the assessment from the point they first log in. The assessment will automatically end when the schedule window closes, even if they have started, but not finished their assessment.

Time zone – select according to the location the learner is taking the assessment.

Click on 'Schedule'

Options

DETAILS
Specify the details for this schedule.

A2 ASSESSMENTS - [redacted]

B1-14-6-22-PM

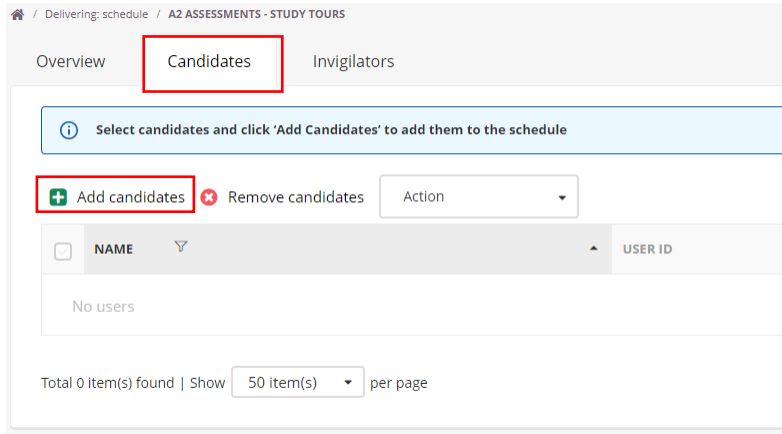
SCHEDULE WINDOW
The schedule window is the time-frame when the assessment can be started and finished by the candidates.

14/06/2022 14:00 - 14/06/2022 18:00 TimeZone (GMT+01:00) London

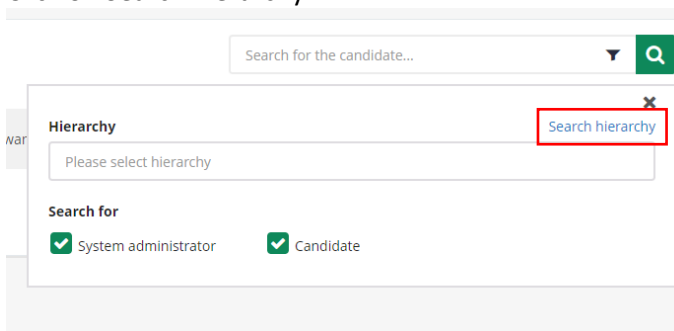
KEYCODE
The Keycode allows candidates direct access to this particular assessment without having to go to candidate dashboard.

Schedule Cancel

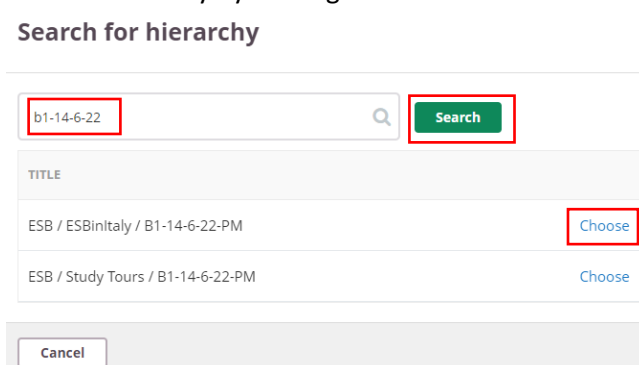
11. Click on the Candidates tab and select 'Add candidates'



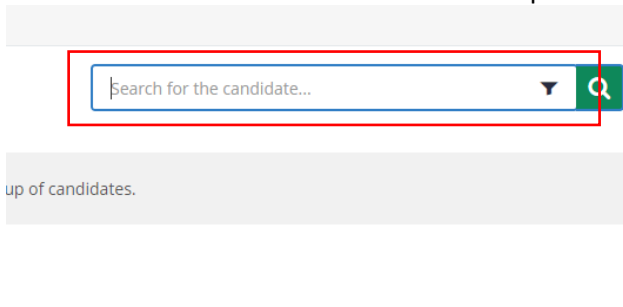
12. Click on Search hierarchy



13. Type the assessment level and date into the search bar and select 'Search', then select the correct hierarchy by clicking on 'Choose' on the left.



14. Click into the 'Search for candidate box and press the enter key.



15. This will then bring up any learners you have uploaded. Click on the tick box to the left of their name and select 'Add' then click on 'Close',

Delivering schedule / A2 ASSESSMENTS - STUDY TOURS / Add candidates

Remove

<input type="checkbox"/>	NAME	USER ID	DATE OF BIRTH
<input type="checkbox"/>			

Total 1 item(s) found | Show 50 item(s) per page

Add Close

16. Once all learners have been added to the assessment, click on 'Activate'.

A2 ASSESSMENTS - STUDY TOURS

Share Activate

Overview Candidates Invigilators

Add candidates Remove candidates Action

<input type="checkbox"/>	NAME	USER ID	DATE OF BIRTH
<input type="checkbox"/>			

Total 1 item(s) found | Show 50 item(s) per page

17. Select 'Activate' again

Activate schedule

ARE YOU READY TO SCHEDULE THIS ASSESSMENT?

By activating the schedule you are making it available for your candidates (within the time-window).

INFORM USERS

By selecting these options, you will inform the candidates and/or invigilators about the scheduled assessment.

☐ Notify candidates

☐ Notify invigilators

Activate Cancel

The centre must ensure that the below documentation is distributed accordingly and adhered to:

- ESB-INFO-12 Online Assessment Guidance for Learners (Appendix 4)
- ESB-INFO-13 Online Assessment Guidance for Centres (Appendix 5)
- ESB-INFO-22 Online Assessments DOs and DON'Ts (Appendix 7)
- ESB-INFO-26 Troubleshooting for learners (Appendix 8)
- ESB-INFO-28 Online assessment, Centre guidance, Providing technical support (Appendix 9)
- ESB-INFO-23 ESOL International Centre Guidance - Online Oral Assessments (Appendix 10)

At least 4 business days before the date of the assessment:

- The Quality Assurance Organiser completes the Learner Upload Spreadsheet and uploads it to the online assessment platform
- The Quality Assurance Organiser schedules the assessment, as per the Online Assessment Guidance for Centres in the online assessment platform
- Where required, the centre provide technical support before, at the start of, during or after the online assessment
- The centre send communication to the learner, to include:
 - Confirmation of the assessment date and time
 - Assessment access details (link, learner username and password) – this has to be done securely
 - Learner guides
 - Link to mock assessment
- Where learners are aged 16 or under, the centre must collect an Assessment Inspection Recording consent form (Appendix 3) from the learner’s parent or guardian to allow them to be filmed during their assessment
- Where learners are aged 16+, the centre must collect an Assessment Inspection Recording consent form (Appendix 3) from the learners to allow them to be filmed during their assessment

2. Online Speaking assessment

The Centre must ensure:

- all Speaking assessments take place within 3 days before or after the scheduled online written assessments
- all speaking OMR forms are uploaded to SharePoint following completion of the Speaking assessments within 1 working day of them taking place

ESB International will share topics and prompts for the speaking assessment via the shared folder on SharePoint.

- ESB-FRM-30 Assessment Inspection Recording Consent Form (Appendix 3) must be completed by each Centre
- Online Speaking assessments must be delivered using appropriate video conferencing software that complies with data protection law
- Recordings must be shared securely via SharePoint with ESB International, when requested, for moderation and quality assurance purposes
- Oral assessors must complete OMR Forms for all learners and these must be uploaded to SharePoint within 1 day of the assessment taking place

Any incident that means that an assessment could not be completed under the required conditions or that a learner did not complete their own work, must be recorded as an incident on an Incident Report Form (Appendix 1) and submitted to ESB International immediately after the assessment. Upload the Incident Report Form to the SharePoint and confirm by email to QualityAssurance@esbuk.org

Reasonable Adjustments and Special Considerations

In accordance with Ofqual's conditions G6, G7 and Equalities Law, ESB International must have in place clear arrangements for making Reasonable Adjustments and for Special Consideration to be given to learners in relation to qualifications which it makes available.

A reasonable adjustment (RA) is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. The purpose of the adjustment is not to confer an unfair advantage on disabled students. Applications for reasonable adjustments are considered on a case-by-case basis. Reasonable adjustments are unique to the learner and the assessment, and more than one adjustment can be approved for each learner.

Please note responsibilities of a centre cannot be subdelegated to the satellite centre (if used)

- Please see <https://esbuk.org/web/support/equality-diversity-inclusion-safeguarding/> for more information about reasonable adjustments
- The centre is responsible for accommodating learners requiring reasonable adjustments for taking the assessment as a result of any learning or physical disability
- In the event that reasonable adjustments are required by a learner or proposed by the centre, it shall notify (as soon as reasonably practical) ESB International of its intended considerations and adjustments and consider any reasonable procedures and requests from ESB International
- If a learner requires arrangements for reasonable adjustments, they should provide the centre with evidence of their learning needs or medical condition
- It is the responsibility of the centre to apply for any Reasonable Adjustments for learners. These requests must be sent to ESB International along with any supporting documentation and evidence
- ESB International will review all requests received and feedback the outcome of this review (rejection or approval granted)
- The centre must ensure that suitably qualified personnel check that the evidence is current and relevant to the learner. (Examples of evidence could be a relevant diagnostic report or statement of learning needs or medical condition from appropriately qualified personnel)
- All evidence for reasonable adjustments must be kept by the centre for ESB International to audit
- The centre must ensure it provides appropriate support when Reasonable Adjustments (RAs) are approved.

A special consideration is a post assessment adjustment to a learner's mark or grade to reflect temporary disability, illness or indisposition at or near the time of the assessment. The purpose of a special consideration is intended to assist a learner affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in assessments.

- For special considerations, the ESB International Special Consideration Request Form (Appendix 2) must be used
- In the event that any special considerations are required by a learner or proposed by the centre, it shall notify (as soon as reasonably practical) ESB International of its intended considerations and adjustments and consider any reasonable procedures and requests from ESB International

- ESB International will review all requests received and feedback the outcome of this review (rejection or approval granted)
- The centre must ensure that suitably qualified personnel check that the evidence is current and relevant to the learner. (Examples of evidence could be a relevant diagnostic report or statement of learning needs or medical condition from appropriately qualified personnel)
- All evidence for special considerations must to be kept by the centre for ESB International to audit

Qualification resulting and certification

In accordance with Ofqual condition H6, ESB International must issue results for all units and qualifications, publish expected dates or timescales for the issue of those results, issue results which are clear and readily capable of being understood, accurately and completely reflect the marking of assessments (including the outcome of any moderation and other quality assurance process), ensure that the issue of results is timely, and take all reasonable steps to meet any date or timescale it has published for the issue of results.

In accordance with Ofqual conditions I4, ESB International must take all reasonable steps, including having procedures in place, to ensure that it issues a certificate and any replacement certificate to any learner who has a valid entitlement to that certificate or replacement certificate.

In order to comply with these conditions ESB International requires the centre to take all reasonable steps to also follow the conditions during the distribution of results and certificates.

Results

Results are issued by ESB International within 10 Business Days of completion of all online sections, including the upload of the OMR forms for the Speaking assessment via a digital platform.

For Fast Track assessments, results are issued by ESB International within 5 Business Days of completion of all online sections, including the upload of the OMR forms for the Speaking assessment.

However, minimum numbers apply for these SLAs and ESB reserves the right to amend these if a new contracted volume is less than 200 learners annually.

The results information is shared with Centre's Quality Assurance Organiser who is responsible for providing the results to the learners (or satellite centres if applicable).

Certificates

All successful learners receive a certificate.

The certificates are sent to the Centre's postal address within 20 working days* of the results being issued. To allow for sampling and standardisation procedures, results cannot be regarded as final until confirmed by certification.

For Fast Track assessments, the certificates are provided 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.

*Minimum numbers apply for these SLAs and ESB International reserves the right to amend these if a new contracted volume is less than 200 learners annually. Where numbers are low, ESB International will issue an electronic *Confirmation of Results*.

The Centre's Quality Assurance Organiser is responsible for providing the certificates to the learners (or satellite centres if applicable).

Replacement Certificates

ESB International 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](#).

The centre is responsible for:

Providing ESB International with accurate lists of learner registration details as determined by ESB International.

- Distribution of certificates to learners.
- Where a request for a replacement certificate is made, the centre must provide ESB International with the correct learner name, learner number, qualification, date of assessment, reason for replacement (Lost/ Damaged or correction)

Enquiries, Re-marks and Appeals

In line with [ESB International's Enquiries Complaints and Appeals Policy](#), enquiries are to be lodged by the centre within three weeks of the receipt of results for assessments. Results of enquiries will be issued by ESB within 15 working days of receipt.

Re-mark requests should be lodged by the centre within three weeks of the receipt of results from an enquiry. Results of re-marking will be issued by ESB International within 15 working days of receipt of a re-mark request. All re-marks are charged at £50.

Appeals to be lodged by the centre within three weeks of the receipt of results of a Re-mark. Results of appeals to be issued by ESB within 15 working days of receipt of an Appeal.

SECTION FOUR – MALPRACTICE AND MALADMINISTRATION

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, where any Adverse Effect occurs, 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. Additionally, in accordance with Condition C1 of Ofqual's Conditions regarding arrangements with third parties ESB International must monitor and, where appropriate, enforce such arrangements so as to ensure that it is able to develop, deliver and award qualifications in accordance with its Conditions of Recognition.

In order to meet these requirements ESB International developed a set of quality tools to support and monitor the centre, its oral assessors, Quality Assurance Organisers, Invigilators and any further third parties used by the centre to ensure they also meet and comply with these conditions whilst fulfilling their role or function.

ESB International has a defined Preventing and managing malpractice and maladministration policy which must be followed by the centre and communicated to all staff and third parties who deliver and award the qualifications.

The centre 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 the centre 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 re-occur
- Enact any decision by ESB International as a result of an investigation taking appropriate action against those responsible for the malpractice or maladministration to ensure it does not re-occur
- Fully deliver the actions required to manage and rectify any identified incidents of malpractice or maladministration
- Provide access to documents, records, data, staff, third parties, sub-contractors, learners or any other resource required by ESB International during an investigation of malpractice or maladministration

Malpractice Procedure

- In the event ESB International is notified of an incident or allegation of malpractice against the 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 ESOL International Centre conclude its investigation and communicate its decision to the centre. Any decision will be in line with the sanctions outlined in the [Preventing and managing malpractice and maladministration policy](#)
- The whole process is to be concluded within 45 days

Inspections & Audits

ESB International will work together with the centre on ensuring all required processes are followed and ESB International fulfils its regulatory requirements as an awarding organisation. ESB International will carry out audits of the activities of the centre including the delivery of the assessments and recruitment and selection of key staff and the way the centre manages them.

SECTION FIVE – MARKETING

Marketing

Ofqual Logo

In accordance with Ofqual's Conditions of Recognition, ESB International may only use Ofqual's Logo on regulated qualification certificates. Ofqual **does not allow** for their logo to be used for any other purposes therefore the centre may not use Ofqual logo for any purposes.

ESB International Trademarked Logos

The ESB name and typographic logo is for use on ESB International marketing materials and by ESB International customers and partners. The centre is allowed to use ESB International logo for their marketing purposes following permission and guidance provided in writing by English Speaking Board (International) Ltd.

The centre must not alter the ESB International logos provided in any way including (but not limited to) by changing its colours, or by distorting, skewing, stretching, tilting or angling it.

If the centre would like to use ESB International logo for marketing purposes draft version of marketing materials should be provided for ESB International to review and authorise. English Speaking Board (International) Ltd. has three registered trademarks:

Our Name

English Speaking Board (International) Ltd.®

Our Logo



Our Name and Logo

English Speaking Board (International) Ltd. 

Posters or flyers

The centre should direct all key staff to <https://esbuk.org> for all formal specifications, policies and procedures and processes, which will be kept up to date.

When creating large or small documents such as posters or flyers that require the reproduction of ESB International logos and trademarks, we recommend their use at the top of, or towards the Centre, of the page.

This is so that the ESB International logo is in a clear, prominent position and easily recognised in association with the contents of the documents.

English Speaking Board (International) Ltd.

9 Hattersley Court,

Ormskirk

Lancashire

L39 2AY

Tel: (+44) 01695 573439

Web: www.esbuk.org

Email: qualityassurance@esbuk.org

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www.esbuk.org

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