



Speech UK

English Speaking Board (International) Ltd.



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 give your learners, please visit our website www.esbuk.org.

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 fairly, accurately and consistently, 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 trained and 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 and empowering learners to find their voice.

Once registered as an ESB centre, support is available on our website and your centre's [online booking hub](#), along with bespoke training and guidance for all your staff involved with the learning experience. Embedding Oracy into classroom practice and the curriculum develops learners' speaking and listening skills and therefore supports them in achieving their aspirations. 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 Strategy Team (business@esbuk.org).

1.2 Role of Centres

As a regulated Awarding Organisation, ESB International appears on Ofqual's [Register of Regulated Qualifications](#). Ofqual (The Office of Qualifications and Examinations Regulation) was established by the UK government to regulate qualifications, examinations and assessments in England. ESB International is required to comply with Ofqual's General Conditions of Recognition, which apply to all the qualifications and organisations which Ofqual regulates.

As an approved ESB Speech centre in the UK, you must follow the instructions within this handbook to ensure that ESB International complies with 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, in a way that puts ESB International's regulatory compliance at risk, 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.

Newly approved centres are required to attend an ESB International Online Induction meeting. Your organiser, teachers/tutors and administration staff are all welcome to attend, to meet colleagues from our Product Development and Customer Experience teams. At this meeting you will receive important information regarding next steps, the timings for preparing your learners to take our Oracy qualifications and for making bookings with us, and useful contacts and links.

Your teaching staff are also required to attend online training with our Senior Assessor. The training covers the content and assessment of the qualifications, signposts you to resources to support you as you prepare your learners, and answers your questions.

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)

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 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.

The Centre Organiser is responsible for:



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

The Centre Organiser should demonstrate:



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

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](#). Please report all identified Conflicts of Interest using the [Conflict of Interest Form](#) available on our website.

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 are responsible for:



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

Teachers/tutors should demonstrate:



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

- Teachers/tutors must demonstrate 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 [Conflict of Interest Policy](#).
- The CVs of teachers/tutors, along with any supporting documents, e.g. certificates, must be retained for audit by ESB International.

1.6 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

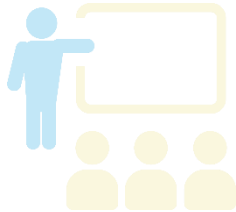
ESB International's name and logo is available for use on ESB International marketing materials and by ESB International customers and partners. Centres are not allowed to use ESB International logos for their marketing purposes unless prior permission and guidance is given to them in writing by ESB 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 and Specifications



Training

At ESB, we are committed to ensuring that all our centres and learners feel supported throughout their entire ESB journey. To achieve this, we provide required bespoke training to centres at all levels, available either online or in person. These sessions, which can be booked as either half-day or full-day, are led by our Senior Assessor or one of our highly skilled and experienced trainers.

During the training, our trainers will guide teachers and tutors through our assessment criteria and grade descriptors, review exemplar materials, and discuss how to effectively use our teaching resources to enhance your ESB experience. The goal of this training is to equip centres with the confidence to embed oracy skills and knowledge throughout the curriculum and into everyday classroom practice.

We want to ensure that all our teachers, tutors, and learners gain the maximum benefit from their ESB experience, with learners developing their oracy skills in a supportive environment that prioritises personal growth and confidence.

Each high-quality training session, tailored to your centre's needs, presents an opportunity for our team of experienced assessors to support you to effectively embed oracy skills and knowledge into classroom practice. It provides the added bonus of us personally meeting with you and answering any questions that you may have about our assessments.



Resources

ESB offers a comprehensive range of online support resources for teachers and tutors delivering our Speech and Language qualifications. These fully resourced schemes of work are designed to help you effectively prepare your learners for assessment, ensuring they have the confidence to showcase their skills and knowledge. Our resources are constantly being updated and expanded, and are available to you free of charge, anytime. To explore our latest resources, please [click here](#).



Specifications

Our specifications [here](#) 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.

2.2 A full range of ESB qualifications for learners to benefit from

ESB has a full range of Oracy qualifications, for all ages from early years to adults, for learners with significant learning needs, and for learners for whom English is an additional language (EAL). Below is a comprehensive list of all Oracy qualifications:

Early Years

ESB Early Steps – Step 1 (Speaking Together)	Unregulated
ESB Early Steps – Step 2 (Speaking Out)	Unregulated

Primary

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)	Regulated

Secondary/Post 16

ESB Level 1 Award in Speech (Grade 2)	Regulated
ESB Level 1 Award in Speech (Grade 3)	Regulated
ESB Level 2 Certificate in Speech (Grade 4)	Regulated
ESB Level 2 Certificate in Speech (Grade 5)	Regulated
ESB Level 3 Certificate in Speech (Grade 6)	Regulated
ESB Level 3 Certificate in Speech (Grade 8)	Regulated

Interview Skills

ESB Level 3 Award in Using Oral Skills for Interviews	Regulated
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Debating

ESB Level 1 Award in Debating	Regulated
ESB Level 2 Award in Debating	Regulated
ESB Level 3 Award in Debating	Regulated

Graded Examinations in Speech (EAL)

ESB Entry Level Award in Graded Examinations in Speech (Entry 1) (EAL-A1)	Regulated
ESB Entry Level Award in Graded Examinations in Speech (Entry 2) (EAL-A2)	Regulated
ESB Entry Level Award in Graded Examinations in Speech (Entry 3) (EAL-B1)	Regulated

Group Speaking

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	Regulated

Travel and Tourism

ESB Level 3 Award in Travel & Tourism Oral Communication Skills for Overseas Resort Representatives	Regulated
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Professional Presentation Skills

ESB Level 4 Award in Professional Presentation Skills	Regulated
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Qualifications for learners with Special Educational Needs and Disabilities

Entry 1

ESB Entry Level Award in First Steps in Communicating with Others (Entry 1)	Regulated
ESB Entry Level Award in Oral Communication with Others (Entry 1)	Regulated
ESB Entry Level Award in Communicating with Music (Entry 1)	Regulated
ESB Entry Level Award in Communicating with Drama (Entry 1)	Regulated
ESB Entry Level Award in Communicating with Art (Entry 1)	Regulated
ESB Entry Level Award in Communicating with Others (Entry 1)	Regulated

ESB Entry Level Award in Independent Communication Skills (Entry 1)	Regulated
ESB Entry Level Award in Developing Independent Communication Skills (Entry 1)	Regulated
ESB Entry Level Award in Introducing Oral Skills for Interviews (Entry 1)	Regulated
Entry 2	
ESB Entry Level Award in Developing Oral Interview Skills (Entry 2)	Regulated
ESB Entry Level Award in Oral Communication in the Community (Entry 2)	Regulated
ESB Entry Level Award in Preparing for Performing within a Team (Entry 2)	Regulated
Entry 3	
ESB Entry Level Award in Oral Interview Skills (Entry 3)	Regulated
ESB Entry Level Award in Reading to a Child (Entry 3)	Regulated
Inspiring Confidence in Employability	
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 1)	Regulated
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2)	Regulated
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 3)	Regulated

2.3 Allocating learner numbers for assessment bookings

ESB International offers face-to-face assessments for its Speech centres in the UK. Below are the recommended maximum learner numbers per assessor/day.

Qualification <i>For more guidance on timetabling Speech assessment days, please click here:</i>	Timings per learner (or group) in minutes	Maximum number of learners (or groups) per day
ESB Early Steps - Step 1 (Speaking Together)	15 per group	20 groups
ESB Early Steps – Step 2 (Speaking Out)	45 per group	6 groups
ESB Pre-Entry Level Award in Speech	9	26
ESB Entry Level Award in Speech (Entry 1)	10	26
ESB Entry Level Award in Speech (Entry 2)	11	24
ESB Entry Level Award in Speech (Entry 3)	12	22
ESB Level 1 Award in Speech (Grade 1)	13	20
ESB Level 1 Award in Speech (Grade 2)	13	20
ESB Level 1 Award in Speech (Grade 3)	14	20
ESB Level 2 Certificate in Speech (Grade 4)	15	18
ESB Level 2 Certificate in Speech (Grade 5)	18	16
ESB Level 3 Certificate in Speech (Grade 6)	18	14
ESB Level 3 Certificate in Speech (Grade 8)	25	12
ESB Level 1 Award in Debating	40 per group	48
ESB Level 2 Award in Debating	40 per group	48
ESB Level 3 Award in Debating	50 per group	40
ESB Entry Level Award in Group Speaking (Entry 2)	15 per group	20 groups
ESB Entry Level Award in Group Speaking (Entry 3)	18 per group	15 groups
ESB Level 1 Award in Group Speaking	20 per group	15 groups
ESB Entry Level Award in Graded Examinations in Speech (Entry 1) (EAL - A1)	9	26
ESB Entry Level Award in Graded Examinations in Speech (Entry 2) (EAL - A2)	10	26
ESB Entry Level Award in Graded Examinations in Speech (Entry 3) (EAL - B1)	11	24
ESB Level 1 Award in Oral Skills for School Interviews	15	14
ESB Level 1 Award in Using Oral Skills for Interviews	18	14
ESB Level 2 Award in Using Oral Skills for Interviews	20	14
ESB Level 3 Award in Using Oral Skills for Interviews	25	12
ESB Level 4 Award in Professional Presentation Skills	25	12

ESB Level 3 Award in Travel and Tourism Oral Communication Skills for Overseas Resort Representatives	20	16
ESB Entry Level Award in Communicating with Art (Entry 1)	20	14
ESB Entry Level Award in Communicating with Drama (Entry 1)	20	14
ESB Entry Level Award in Communicating with Music (Entry 1)	20	14
ESB Entry Level Award in Communicating with Others (Entry 1)	20	14
ESB Entry Level Award in Developing Independent Communication Skills (Entry 1)	20	14
ESB Entry Level Award in First Steps in Communicating with Others (Entry 1)	20	14
ESB Entry Level Award in Independent Communication Skills (Entry 1)	20	14
ESB Entry Level Award in Oral Communication with Others (Entry 1)	20	14
ESB Entry Level Award in Introducing Oral Skills for Interviews (Entry 1)	20	14
ESB Entry Level Award in Developing Oral Interview Skills (Entry 2)	20	14
ESB Entry Level Award in Oral Communication in the Community (Entry 2)	20	14
ESB Entry Level Award in Preparing for Performing Within a Team (Entry 2)	20	14
ESB Entry Level Award in Oral Interview Skills (Entry 3)	20	14
ESB Entry Level Award in Reading to a Child (Entry 3)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 1)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 2)	20	14
ESB Entry Level Award in Inspiring Confidence in Employability (Entry 3)	20	14

Note:

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

You can read more about each qualification and check current prices here: [Explore our Qualifications](#)

You can read our Oracy eBrochure here: [ESB Oracy Qualifications eBrochure](#)

2.4 Contacts

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

ESB Team and Function	Email	Telephone
Customer Experience <i>Bookings and 'ESB Hub' questions</i>	customer@esbuk.org	01695 573439 Option 2
Product Development <i>Further qualification guidance and advice for learners with SEND and potential reasonable adjustments</i>	product@esbuk.org	01695 573439 Option 4
Finance <i>Invoice queries</i>	accounts@esbuk.org	01695 573439 Option 3
IT	itsupport@esbuk.org	01695 573439 Option 0
Business Strategy <i>Training, Personalised CEO visits, CB Fund Information</i>	business@esbuk.org	01695 573439 Option 1
Quality Assurance <i>Policies and Procedures</i>	qualityassurance@esbuk.org	01695 573439 Option 0

3. How to make and manage your bookings

3.1 Important booking information

Before placing a booking, all **new centres and new organisers are required to attend a 20-minute mandatory webinar** to explain how to place and manage your bookings on the ESB Hub, our online portal. An invitation will be sent from our Customer Experience Team. During the Webinar, relevant information about how to place your bookings on the ESB database, add learners, request reasonable adjustments, access learner reports, will be explained.

All bookings are placed on the My **ESB Hub** by the centre. The ESB Hub is a self-serve online portal where you can book and manage your assessments. The relevant staff at your centre can be set up as Organisers and access the ESB Hub.

We recommend you book as early as possible to secure your preferred assessment date(s). You can book any time of the year and **the very latest you can book is 28 days in advance**. We experience high demand during peak months of March, May, June, and July. Booking earlier increases the likelihood of securing your preferred date(s), if you book too late, there's a risk we can't secure your preferred dates.

Information needed at the point of booking:

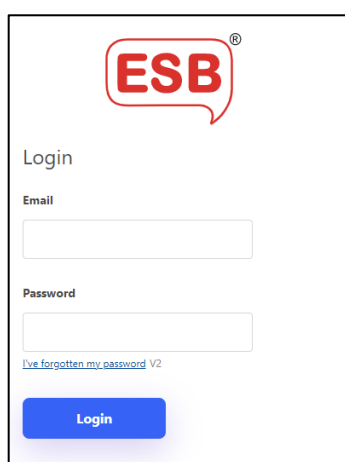
- Date(s) of assessment(s)
- Start Time(s)
- Qualification(s)

If you need further guidance about our qualifications, please contact our Product team – Product@esbuk.org

- Estimated number of learners

We require estimated numbers as a guideline to secure the correct number of assessors for you. It is always better to overestimate the numbers.

3.2 My ESB Hub – online booking portal



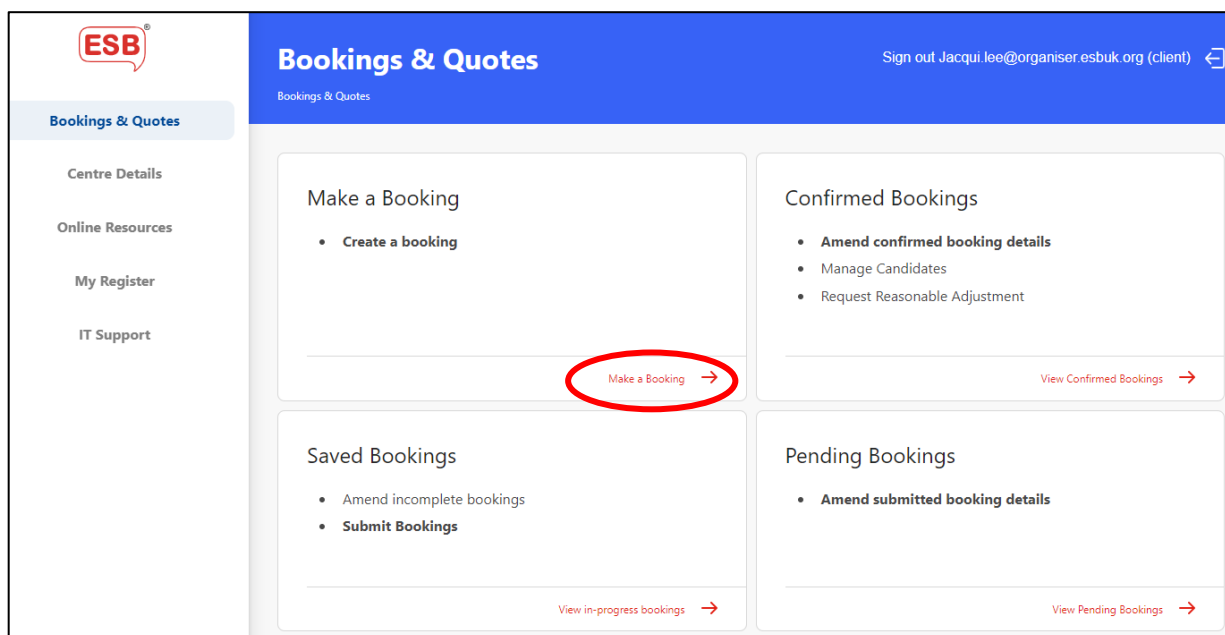
The 'My ESB' Hub is an online portal where you can place and manage your ESB bookings, including registering your learners.

This is accessed via the [ESB website](#):

[Log in - English Speaking Board \(International\) Ltd. \(esbuk.org\)](#)

Once we have set you up as an Organiser, you can make, view and upload details to your bookings.

To log into the Hub for the first time, click on the 'Forgotten my password' link and follow the instructions.



View your qualifications.

You can use the filters above to narrow down your selection or 'skip' if you want to view all your qualifications.

What skills do you want your learners to improve?

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

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

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

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

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

Select your qualification(s).
You must tick all the qualifications that you want to take place on this booking.
You can have multiple qualifications on the same booking.

Speech - UK

☒

ESB Entry Level Award in Speech (Entry 1)

[See details](#)

Speech - UK

☒

ESB Entry Level Award in Speech (Entry 2)

[See details](#)

Speech - UK

☒

ESB Entry Level Award in Speech (Entry 3)

[See details](#)


Selected Qualifications

ESB Entry Level Award in Speech (Entry 1)
£34.00

ESB Entry Level Award in Speech (Entry 2)
£35.00

Continue

→



Select the address for your centre.

Bookings & Quotes

Centre Details

Online Resources

My Register

IT Support

Make A Booking > Enter booking requirements

Step One
(Select Venues)

Step Two
(Booking Details)

Step Three
(Review)

Please select the venues required for this booking

Assign Venues

Select venues...

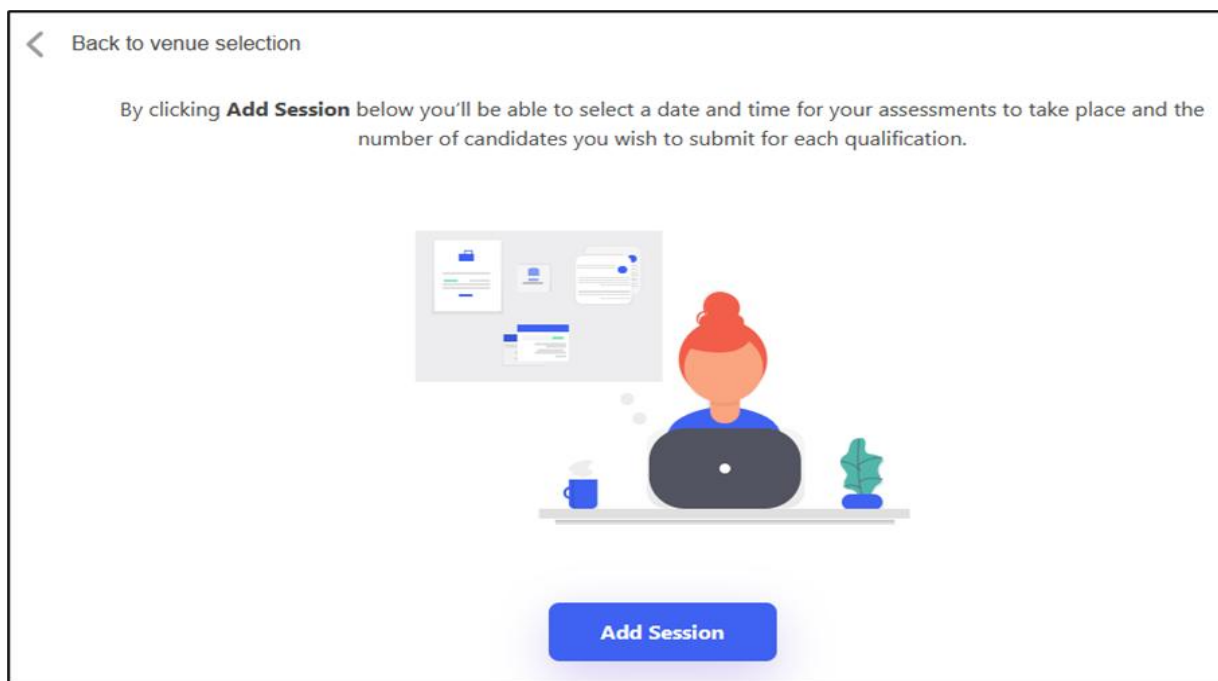
▼

You can manage additional venues in your [Centre Details](#) management area.

Next

Then, create a session.

A session is the equivalent to an assessor. One session will allocate you one assessor for a day's assessment. Our assessors can assess for a maximum duration of 5 hours per day, plus breaks.



Then assign your qualifications to a session.

A screenshot of a form titled 'Select the date and time you want this session to run.' with a close button (X) in the top right corner. The form has a section for 'Date' with a text input field labeled 'Choose a date & time'. Below this is a note: 'Days marked Red are unavailable, while days marked Amber are in very high demand and your booking cannot be guaranteed.' The main part of the form is a list of three qualification entries, each with a checkbox and a green checkmark icon. The first two entries are 'Speech - UK ESB Entry Level Award in Speech (Entry 1)' and 'Speech - UK ESB Entry Level Award in Speech (Entry 2)', both of which are checked. The third entry is 'Speech - UK ESB Entry Level Award in Speech (Entry 3)', which is not checked.

Select the qualification(s) for your session.

You can assign more than one qualification(s) to one session (assessor).

For example, if you have a few learners for each qualification, one assessor can assess them all in one session, as long as the duration does not exceed 5 hours.

Select your preferred date.
Available dates will show as white on the calendar.
Unavailable dates will appear in **RED** (it is not possible to book these dates).
Dates in high demand will appear in **AMBER** (these dates cannot be guaranteed).

Date

Choose a date & time

<

June 2024

>

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

☒ Speech - UK

ESB Entry Level

☒ Speech - UK

ESB Entry Level Award in Speech (Entry 2)

Then enter your estimated learner numbers.

You will see the maximum number of candidates allowed per Session/Assessor for each qualification
If you exceed this number, you will be asked to add another session.

< Back to venue selection

Enter the number of candidates you would like to enter for each qualification

Session 1 - 2 hours, 37 minutes

20/06/2024 09:00

Speech - UK

ESB Entry Level Award in Speech (Entry 1)

Number of Candidates

8

Maximum of 26 candidates per assessor

Speech - UK

ESB Entry Level Award in Speech (Entry 2)

Number of Candidates

7

Maximum of 24 candidates per assessor

Edit Session

Delete Session

Add Session

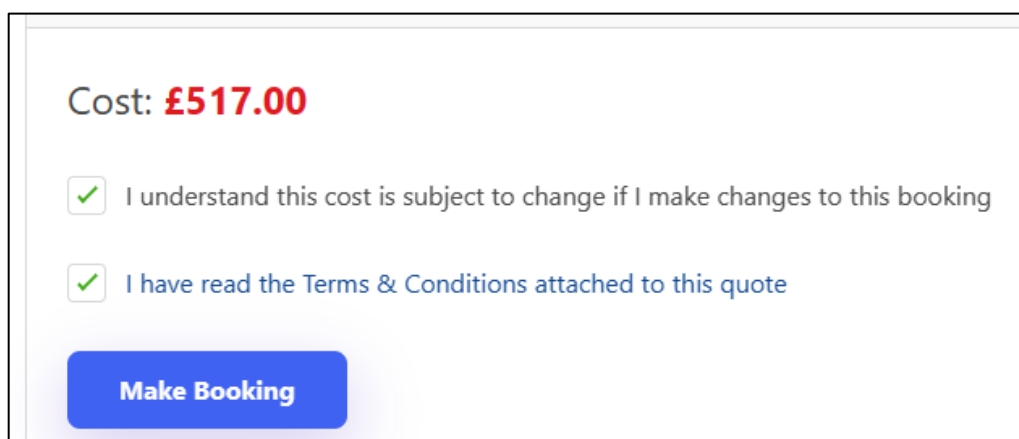
If you need to add additional sessions, click **'Add Session'** and repeat the process.

If you have multiple assessments across one week, we recommend you include them all **on the same booking**. If your assessments are across more than one week, place one booking for every week.

If you are finished, click 'Next'.

The final page will ask you to confirm your booking. Ensure that you tick **both** boxes, then click **'Make Booking'**. Until you have ticked both boxes and clicked 'Make Booking', the booking will not be placed.

You will **NOT** be charged until after the assessment takes place. For any queries regarding invoices, please contact our Finance Team: Accounts@esbuk.org



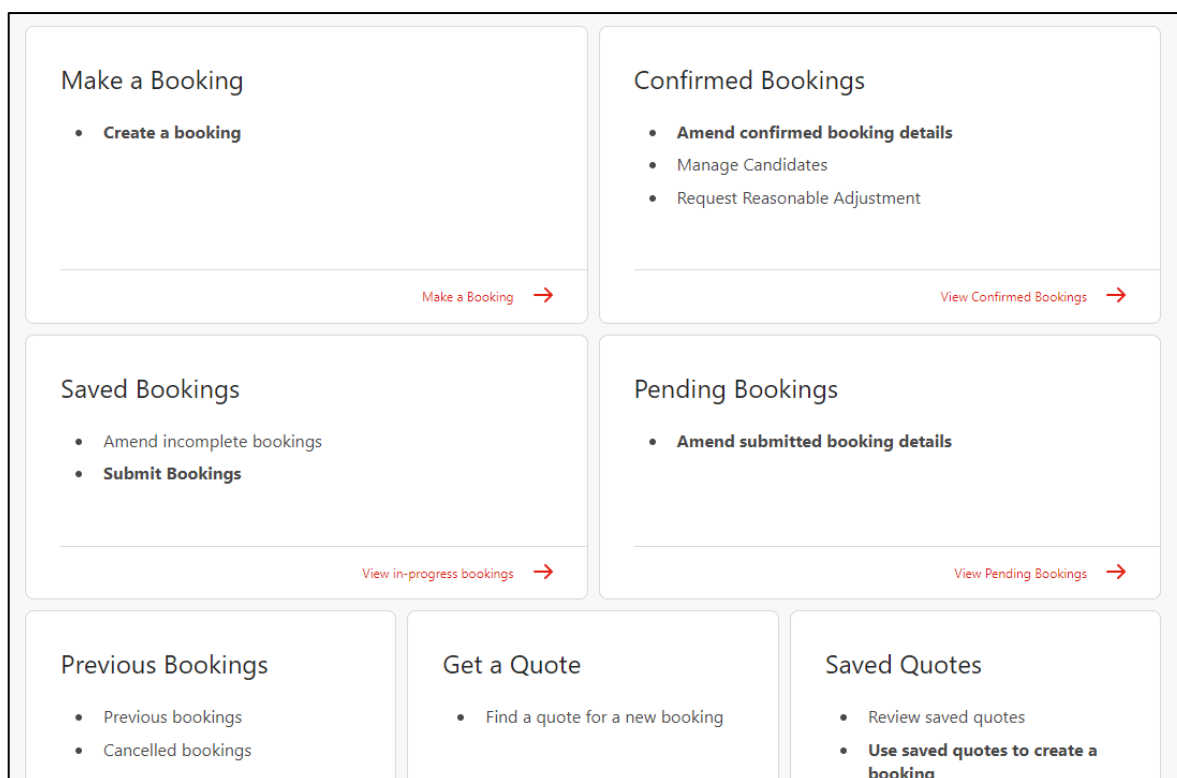
Cost: **£517.00**

☒ 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

Make Booking

Your booking is now submitted and will appear in 'Pending Bookings' until the Assessor(s) have confirmed. You will receive an auto email from no-reply@esbuk.org when your booking is confirmed.



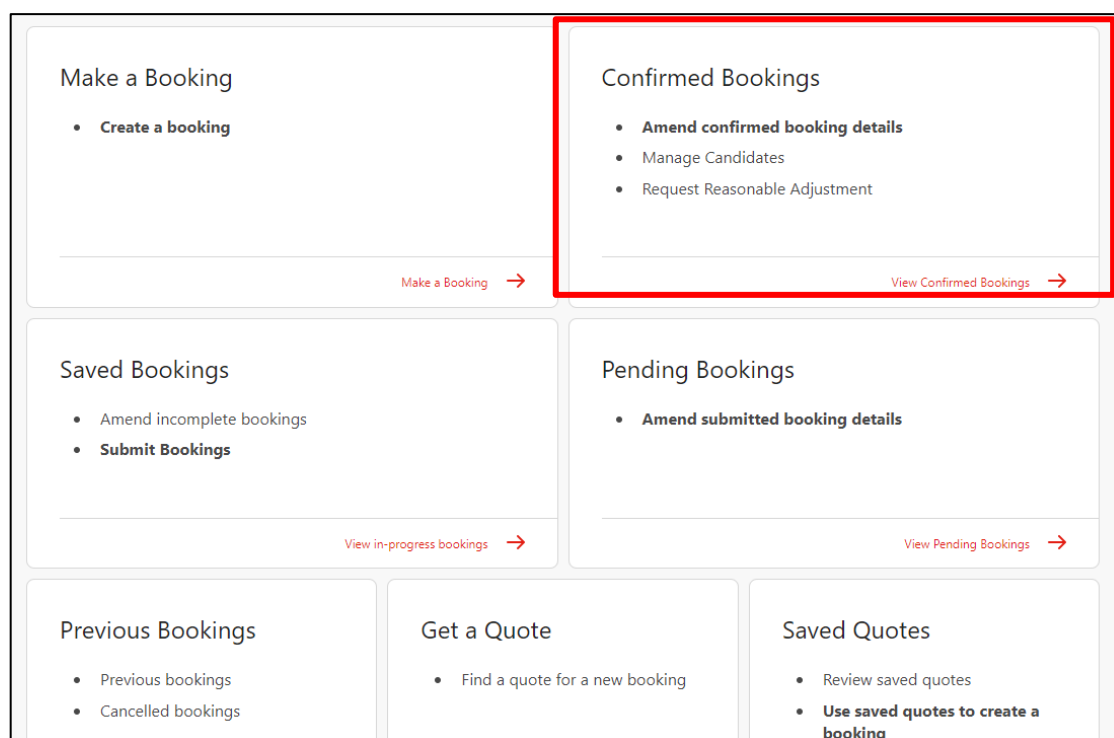
Make a Booking <ul style="list-style-type: none">Create a booking Make a Booking →	Confirmed Bookings <ul style="list-style-type: none">Amend confirmed booking detailsManage CandidatesRequest Reasonable Adjustment View Confirmed Bookings →	
Saved Bookings <ul style="list-style-type: none">Amend incomplete bookingsSubmit Bookings View in-progress bookings →	Pending Bookings <ul style="list-style-type: none">Amend submitted booking details View Pending Bookings →	
Previous Bookings <ul style="list-style-type: none">Previous bookingsCancelled bookings	Get a Quote <ul style="list-style-type: none">Find a quote for a new booking	Saved Quotes <ul style="list-style-type: none">Review saved quotesUse saved quotes to create a booking

3.3 My ESB Hub – Managing your booking

Once an Assessor(s) has been assigned to your booking, the organiser who created the booking will receive an email from: no-reply@esbuk.org to notify them that it has been confirmed.

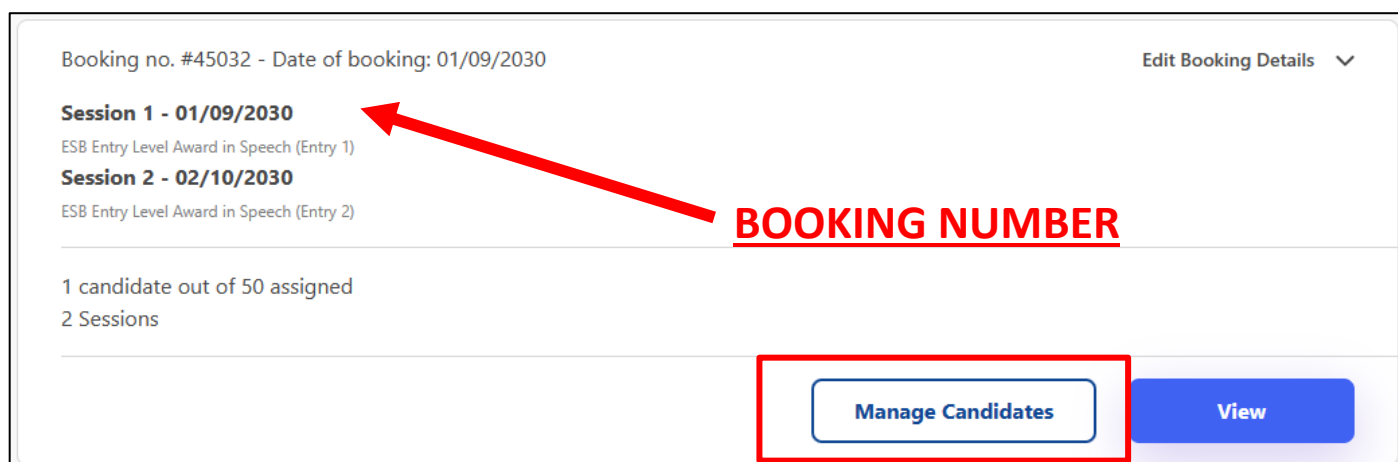
The booking will move into the '**Confirmed Bookings**' section.

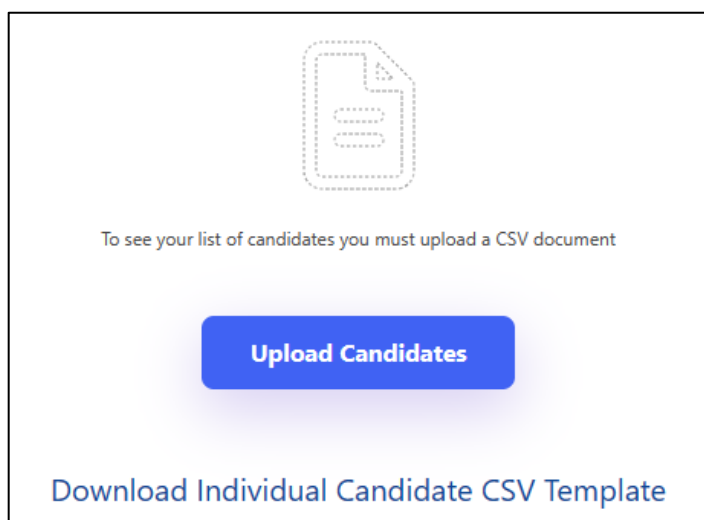
Click '**View Confirmed Bookings**' to manage your bookings further.



The next stage is to upload your learner names. You can upload your candidate details once you have a finalised list.

Select your booking from the '**Confirmed Bookings**' section and then click on '**Manage Candidates**'.



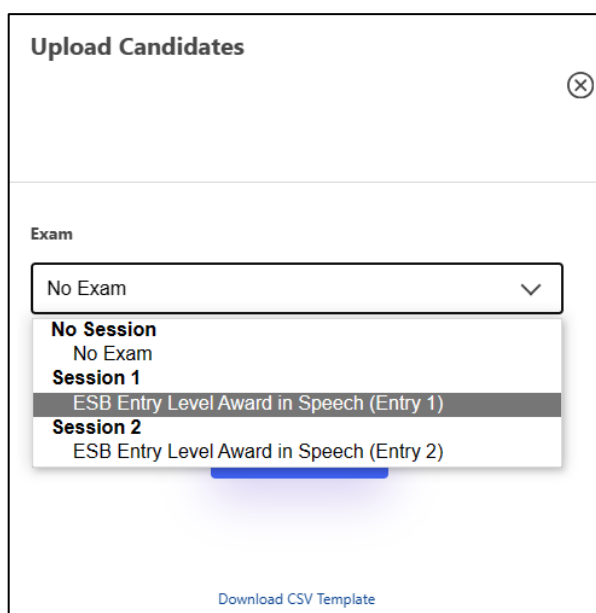


Click on 'Download Individual Candidate CSV Template'.
Open the downloaded CSV file and populate it with the candidates' details.

Now **Delete row 2**. This is an example row on how to populate the CSV template with the candidates' details. You must enter the mandatory fields of First Name and Last Name. The other columns are non-mandatory (ULN, Birth Date and Gender) and it is your choice whether you want to add these details. You can leave them blank if you prefer. Once you have populated the template, save the file and then close it.

There are 2 options for you to choose from. Generally, **Option 1** is useful when you have **a large number of candidates on your booking with multiple qualifications**.

Select the qualification you want to upload the CSV file to from the drop-down menu. You can upload your list of names per qualification.



Alternatively, you can use **Option 2**, which is useful when you have **a smaller number of candidates on your booking taking the same qualification**.

Enter all your names in the CSV file for the entire booking. Select **'No Exam'** on the drop-down menu. You can upload the list of names for your entire booking. Drag and drop the candidate names from the **'Stored Candidates'** list to the relevant qualification.

Upload Candidates

Exam

No Exam

No Session

No Exam

Session 1

ESB Entry Level Award in Speech (Entry 1)

Session 2

ESB Entry Level Award in Speech (Entry 2)

[Download CSV Template](#)

Make sure to remove the example row from the template before uploading.

For the birth date, please use the date format DD/MM/YYYY eg. 23/02/2018

Once the candidates have been assigned to the correct qualification, click **'Done'** and then **'Save'**.

Stored Candidates	Session 1 - Sun, Sep 1, 2030 9:00 AM (30 minutes)	Session 2 - Wed, Oct 2, 2030 9:15 AM (33 minutes)
	ESB Entry Level Award in Speech (Entry 1)	ESB Entry Level Award in Speech (Entry 2)
Ahmed Hussein	Ahmed Hussein	Jane Jones
Jane Jones	John Smith	Zainab Khan
Zainab Khan	Ling Xi	David Roberts
David Roberts		
John Smith		
Ling Xi		
Done	Expecting 26 Candidates 3/26	Expecting 24 Candidates 3/24
Save		

Please ensure that the learners' names match the learners that are to be assessed on the day.

Ensure that the session/assessor is allocated the correct learners as shown in the Hub. Learners' reports may be delayed if the names entered on the day do not match MyESBHub for each assessor.

Until the day before the assessment, you can make changes to your candidates' details in your booking, e.g. additions, removals, moves between levels, spellings, or their personal data.

On and after the day of the assessment, you will not be able to make any further change to the learner details. Please contact the Customer Experience team should you need to make any further changes. Contact us at: customer@esbuk.org

NOTE: Any amendments to the booking other than editing your candidates, e.g. changing a date, qualification, estimated numbers, or start time, **will result in your booking being cancelled.** Please contact the Customer Experience team at customer@esbuk.org or 01695 573439 Option 2 to discuss any changes you require.

Click 'Edit Candidates' to make any amendments to the learners' details or move them to another session or qualification.

To move a learner, drag and drop the learner names. To remove a learner, click on the 'x' icon next to their name. To edit a learner's details, click on the pencil icon next to their name in 'Stored Candidates'.

Stored Candidates	Session 1 - Sun, Sep 1, 2030 9:00 AM (40 minutes)	Session 2 - Wed, Oct 2, 2030 9:15 AM (22 minutes)
	ESB Entry Level Award in Speech (Entry 1)	ESB Entry Level Award in Speech (Entry 2)
Ahmed Hussein	Ahmed Hussein	Zainab Khan
Jane Jones	Jane Jones	David Roberts
Zainab Khan	John Smith	
David Roberts	Ling Xi	
John Smith		
Ling Xi		
Done	Expecting 26 Candidates 4/26	Expecting 24 Candidates 2/24

Save

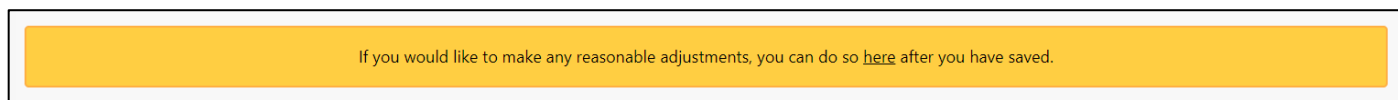
3.3.1 Adding Reasonable Adjustments

Do you have any learners that have any special educational needs, disabilities or temporary illness that could place them at a substantial disadvantage? These could include dyslexia, dyspraxia, autism, a hearing or visual impairment.

Applying for an adjustment allows learners to proceed with the assessment and the adjustment will be taken into consideration by the assessor.

For specific questions or guidance on Reasonable Adjustments and Special Considerations, please contact our Product Team who will be happy to support you: Product@esbuk.org

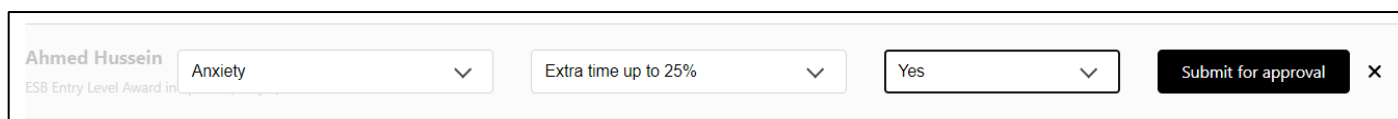
To apply for a Reasonable Adjustment on the My ESB Hub, click on the yellow banner at the top of the 'Manage Candidates' page.



Click on 'Request Reasonable Adjustment' against the name of the relevant learners(s).



Select the relevant condition and adjustment, and whether you have the evidence, and then click 'Submit for approval'.



You can submit multiple Reasonable Adjustments per learner by repeating this process.
Approved reasonable adjustments will be shown on the candidates' tab next to the relevant learner.

3.4 Remote online assessments

In exceptional circumstances where face-to-face assessments cannot take place (for example, a viral outbreak), we may be able to provide remote, online assessments 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 Centre Guidance for Synchronous Adapted Speech Assessments (Appendix 1) 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 customer@esbuk.org 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 is 28 days.

Remote, online assessments are charged at standard UK fees.

4. Planning your ESB assessments

4.1 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.

Please see document called ESB-INFO-C39 Speech Day Timings for more details (appendix 3).

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

- fire alarms
- learner issues
- equipment issues,

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

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

4.2 Learner identification

Identity declaration

It is the centre's responsibility to ensure that all learners registered for ESB assessments have their identity verified.

4.3 Room layout

Assessment rooms

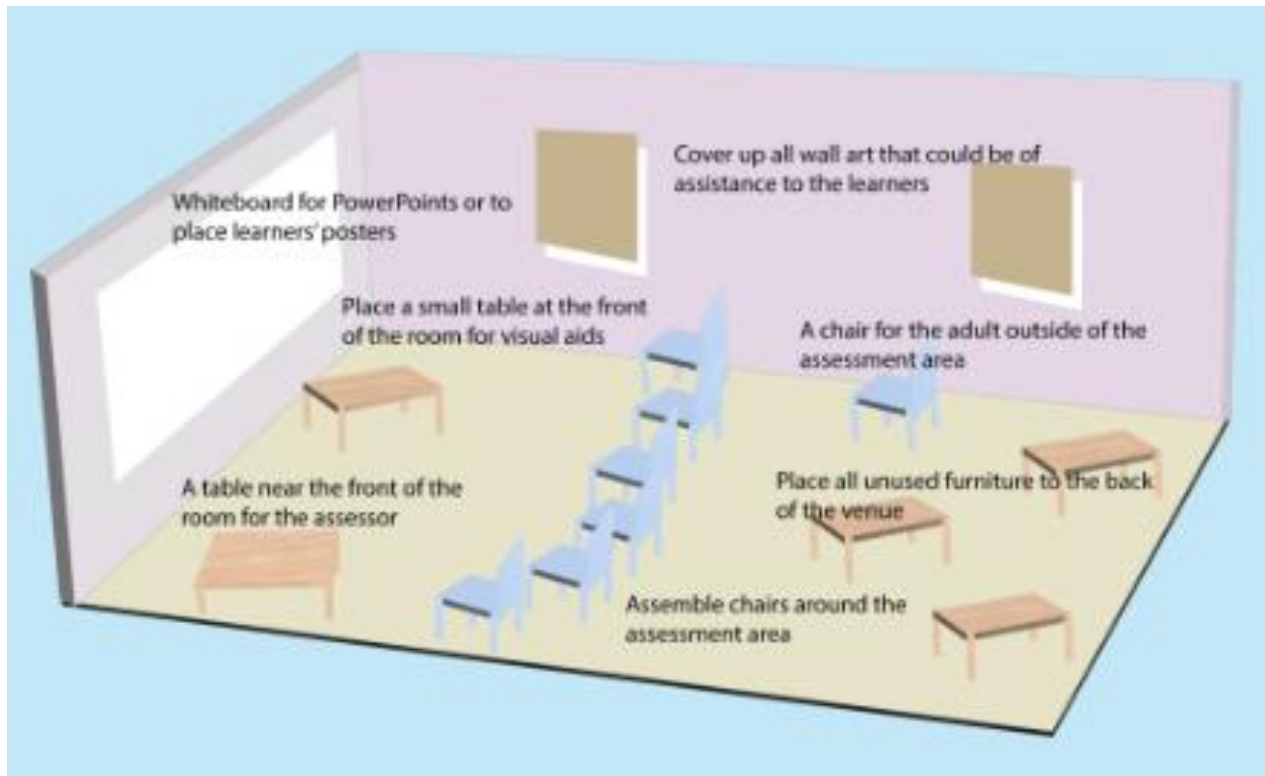
It is the responsibility of the Centre Organiser to ensure that all assessment room(s) are correctly set up in accordance with the following instructions:

- 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 2) 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 and 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.



4.4 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.



Timing

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



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 with 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.

4.5 People present during the assessment

ESB Assessor

An ESB Assessor will always arrive at your centre wearing their ESB ID badge. They will also have a copy of their DBS certificate, which they can present to you on request.

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.

Safeguarding

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

- A centre-approved adult must be present in the assessment room where any learners are under the age of 18 or vulnerable adults. This is a serious Safeguarding requirement. **Unless prior mitigating arrangements have been approved by ESB, Assessors will NOT conduct assessments where an approved adult is NOT made available to be present in the assessment room and you will still be charged for the assessment.** *Note – the approved adult does not need to be a teacher.*
- If you have any concerns or questions regarding having an approved adult available for your assessments, please contact qualityassurance@esbuk.org

Please see our [Safeguarding Procedure](#) on our website for more information.

A link to ESB International's Safeguarding policy can be found here: [Safeguarding Policy](#)

4.6 Reasonable Adjustments (RAs) and Special Considerations

We believe that assessment should be a fair test of learners' skills and knowledge. For some learners the usual format of assessment may not be suitable or accessible, and we recognise that disabilities can be physical or invisible. Some learners may need an access arrangement (also known as a special accommodation or reasonable adjustment) to access the assessment and show what they know and can do without changing the demands of the assessment, i.e. the learning objectives and assessment criteria. Please look at the information on our website [here](#), including our [Reasonable Adjustments Policy](#), [Guidance for Centres and the Reasonable Adjustments Matrix](#), [to find out more about adjustments](#). Once a reasonable adjustment has been agreed, the assessment must proceed accordingly. Please contact product@esbuk.org 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: https://youtu.be/_0RrWSclxkA

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 Special Consideration Request Form (available on our website) 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.

4.7 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 compliant 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 product@esbuk.org.

4.8 Checklist before the assessment

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 each 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) (e.g. via WeTransfer). Assessors will not accept learners' 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 learners' 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.
- ✓ I have arranged for a centre-approved adult to be available for any learners under the age of 18.
- ✓ For any learners that would like to be addressed differently than their given name/pronoun, I have provided the assessor with all information required.

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

[Planning your Assessments](#)

5. After the assessments

5.1 Receiving Reports

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 report and results in your My ESB Hub.

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

30 candidates out of 35 assigned
3 Sessions

View

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

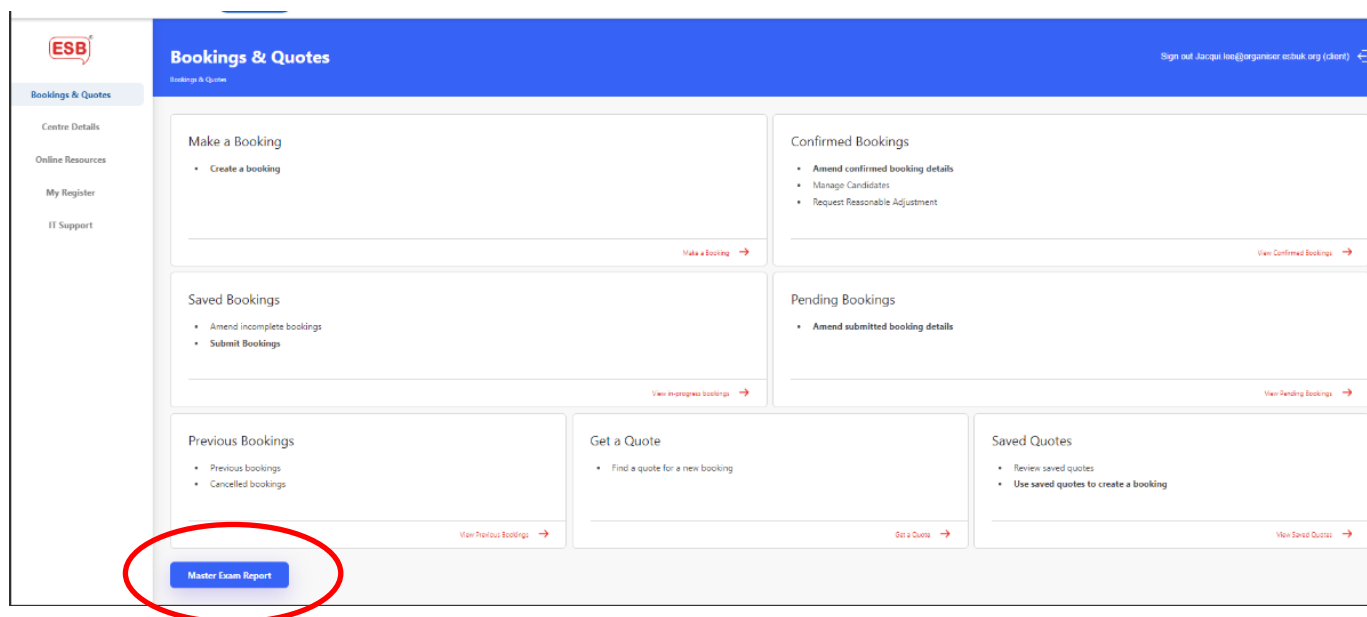
As our assessors upload their reports they will be made available to you below.

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

You will receive your learners' reports and **results within 5 working days of the assessment**.
All successful learners receive a **certificate, 10 working days after the results have been released**.

A 'Master Report' is also available in My ESB Hub for you to access the full history of results over any specific timeframe you chose. For example, you may wish to view results for the whole academic year, or for a specific qualification within a timeframe, etc.

You can access the Master Report when you log into the ESB Hub:



Then add the details required:

Generate results report for all completed bookings within period

Select Qualifications (optional):

Select qualifications... ▼

Exams from Date (optional):

Choose a date

Exams to Date (optional):

Choose a date

Download Report

The report will download as an Excel file. You can save this to your own desktop and sort the data, apply filters, etc. as you wish.

Please see the Graded Assessments in Speech **sample reports** on the pages below.

Sample Report: ESB Level 1 Award in Speech (Grade 3) – Merit

English Speaking Board (International) Ltd.



ASSESSOR'S REPORT

Candidate Name		ERF No.	
Centre		Candidate No.	
Qualification	ESB Level 1 Award in Speech (Grade 3)	ULN	
Assessment Date			


Comment/Advice

I really enjoyed your talk today on Zaha Hadid. You gave us lots of well-researched information, and your quote to conclude was a lovely, inspirational way to end. Unfortunately, the talk was a bit too short today, so in the future, try to develop your ideas a little further and explain your visual support in more detail. You remembered your poem perfectly; it would have been brilliant if you had used more expression in your voice to capture the mood. You were a supportive and friendly member of the group, today. Well done!

Overall Result		Assessor								
Merit										
Section 1	<i>Section Grade: Merit</i>	<i>Section Score: 24.5</i>	U	P	GP	M	M+	D		
Zaha Hadid	Structure			x						
	Style					x				
	Voice and Speech					x				
	Content						x			
	Visual Aids					x				
Communication							x			
Section 2	<i>Section Grade: Good Pass</i>	<i>Section Score: 10</i>	U	P	GP	M	M+	D		
I Would Like to be a Dot in a Painting by Miro	Introduction				x					
	Memory							x		
	Voice / Delivery				x					
	Choice and Interpretation			x						
Section 3	<i>Section Grade: Merit</i>	<i>Section Score: 12</i>	U	P	GP	M	M+	D		
Fire Colour One by Jenny Valentine	Choice of books and passage / pages							x		
	Introduction				x					
	Style					x				
	Voice / Delivery					x				
	Communication				x					
Section 4	<i>Section Grade: Merit +</i>	<i>Section Score: 16.8</i>	U	P	GP	M	M+	D		
	Listening Skills							x		
	Responding to Questions					x				
	Asking Questions					x				
	Taking Part in the Group							x		
	General							x		

To allow for sampling and standardization procedures, results should not be regarded as final until confirmed by certification.

Sample report: ESB Level 3 Certificate in Speech (Grade 8) – Distinction

English Speaking Board (International) Ltd. 

ASSESSOR'S REPORT

Candidate Name		ERF No.	
Centre		Candidate No.	
Qualification	ESB Level 3 Certificate in Speech (Grade 8)	ULN	
Assessment Date		ID Checked (18+)	

Comment/Advice

Your talk was outstanding today. Your opening was original and personal, and you integrated your supportive material seamlessly to enhance your audience's understanding. You spoke spontaneously, naturally, and passionately, with authority and maturity. You eloquently explored the genre, style, and themes of your literary recommendation. In the future, try to use more vocal variation and expression to reflect the tone and atmosphere of the extract. You led your discussion effectively, using personal experience from research to support ongoing analysis of your peers' responses. Brilliant work!

Overall Result	Assessor	
Distinction		

Section	Section Grade	Section Score	U	P	GP	M	M+	D
Section 1	<i>Distinction</i>	<i>Score: 40</i>						
Motherhood tax	Structure and time							x
	Style							x
	Voice and Speech							x
	Content							x
	Use of Supportive Material							x
	Communication							x
Section 2	<i>Ment</i>	<i>Score: 15</i>						
Olympics of steroids	Choice of Material							x
	Introduction					x		
	Voice and Speech							x
	Content and Post-discussion Summary				x			
	Leading a Discussion						x	
Section 3	<i>Ment +</i>	<i>Score: 16</i>						
Do Androids Dream of Electric Sheep? By Phillip K Dick	Choice of Material							x
	Evaluation							x
	Memorisation or Reading					x		
	Delivery / Voice / Face						x	
	Interpretation / Communication					x		
Section 4	<i>Distinction</i>	<i>Score: 20</i>						
	Response to Questions and Challenges							x
	Questioning							x
	Listening Skills							x
	Taking Part in the Group							x
	General							x

To allow for sampling and to avoid discrimination procedures, results should not be regarded as final until confirmed by certification.

5.2 Certification

Certificates will be sent 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 recognise learners' hard work and preparation.

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/>

6. Your feedback to us

6.1 Trust Pilot Reviews

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

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

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

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

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



6.2 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 has failed to carry out, or act on something which falls under ESB International's responsibility, we will always endeavour to put things right.

ESB International are committed to ensuring that:

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

All enquiries must be made through the Centre Organiser.

The Centre Organiser must send an enquiry to ESB within 15 working days of receiving the results to customer@esbuk.org.

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 assessment, result, issue.

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

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

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

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

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

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

7. Our engagement with you

7.1 Website News and Updates

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

7.2 ESB Academic Year: Support for Assessment Delivery

ESB International will email all active centres between April – June and then September – October, with our “Tailor my Support” survey. This form is only required to be completed once and is an important document which will enable ESB International to continue to offer tailored support and guidance to meet each individual centre's specific needs. This form will ask for information on:

- any booking plans,
- any changes in centre details,
- further support required by the centre.

Although completing this form isn't mandatory, completion and providing valuable input will provide ESB International with the necessary insights to further enhance and customise our support for centres and their learners.

7.3 ESB News

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

7.4 Refresher training and new resources

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

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

Ongoing monitoring and review is achieved by:

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

7.6 Invoicing

Invoicing Policy

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

Invoices related to a booking will be raised within five working days of the final assessment. All fees are payable in full once invoices have been received. As a reference, please add either a booking number or ESB International invoice number.

Payment details

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

Payments can be made using:

- BACS
- Cheque

7.7 Malpractice and maladministration

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

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

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

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

Centres shall therefore:

- ensure that all 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 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.

Security of assessment

The assessor will check the learners' 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 [Preventing and Managing Malpractice and Maladministration Policy](#).
- The whole process is to be concluded within 45 days.

7.8 Withdrawing from ESB International

If you would like to withdraw your ESB centre status, please contact our Business Strategy Team on business@esbuk.org 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.

8. Data protection

8.1 Data Protection Law

ESB International is a UK-based company and complies with UK data protection law. All our UK-based centres must also comply with UK data protection law.

The work that ESB undertakes necessarily involves handling sensitive information about learners, such as their names, dates of birth, email addresses and sometimes also medical details (when processing reasonable adjustments). Because of this, it is important to have an awareness of the data protection requirements that need to be followed by us and our centres regarding how information can be shared and safeguarded. ESB and the centre will act as joint controllers of the personal data relating to the learners registered to take our qualifications and are both responsible for complying with controllers' responsibilities under UK Data Protection Law.

ESB will carry out our contract with you as our centre and under its terms we will assess your learners to award ESB qualifications. Please note that, in case of learners that may require reasonable adjustments, the terms of the contract require you to obtain the learners explicit consent to provide us with special category data of these learners in order to process their reasonable adjustments applications.

For our Privacy Policy and Data Protection Policy please visit our [website](#).

8.2 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/>

8.3 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 customer@esbuk.org to let us know of any changes to your centre details.

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Speech 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.
- When learners are required to speak from memory, they should stand at a suitable distance from the camera, where possible, to ensure there is no reliance on textual support. If textual support is needed, it should be used openly and transparently to allow the grade descriptors to be applied accurately in relation to prompting.
- 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 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. 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, a display board or an object as a visual aid. If they are using a PowerPoint presentation, they can share the screen. All images should be seen clearly by the assessor.

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

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

Further Information

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

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. 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 and may result in the learner's disqualification from the assessment.

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, where applicable, a moderator or trainee 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:

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

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:

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

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

For the recommended group size of 6 learners:

Grade 4	Per Learner	15 minutes	Max 18 learners/day (approx. 3 groups)
	Per Group	90 minutes	
	Total time, including set-up and transition time	1 hr 45	
Grade 5a	Per Learner	18 minutes	Max 16 learners/day (approx. 2 groups)
	Per Group	108 minutes	
	Total time, including set-up and transition time	2 hr	
Grade 5b	Per Learner	18 minutes	Max 16 learners/day (approx. 2 groups)
	Per Group	108 minutes	
	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 (approx. 2 groups)
	Per Group	108 min	
	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	Max. 20 groups per day
	Total time + set up + general added time accounted for	25 minutes	
Group Speaking Entry 3	Per Group	18 minutes	Max. 15 groups per day
	Total time + set up + general added time accounted for	30 minutes	
Group ch Speaking Level 1 Award	Per Group	20 minutes	Max. 15 groups per day
	Total time + set up + general added time accounted for	30 minutes	

ESB Level 1, 2 and 3 Award in Debating

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

ESB Early Steps – Step 1 and Step 2

Early Steps: Step 1 (Speaking Together)	Per Group	15 minutes	Max. 20 groups per day
	Total time + set up + general added time accounted for	25 minutes	
Early Steps: Step 2 (Speaking Out)	Per Group	45 minutes	Max. 6 groups per day
	Total time + set up + general added time accounted for	55 minutes	

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

Level 3	Per Learner	20 minutes	Max 14 learners/day (approx. 2 groups)
	Per Group	2 hr	
	Total time + set up + general added time accounted for	2 hr 10 mins	

ESB Level 4 Award in Professional Presentation Skills

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

ESB Building Confidence in Communication qualifications for learners with special educational needs and disabilities

Entry 1, 2 and 3	Per Learner	20 minutes	Max 14 learners/day (approx. 2-3 groups)
	Per Group	2 hr	
	Total time + set up + general added time accounted for	2 hr	

Welcome to English Speaking Board (International) Ltd. and its Oracy qualifications



Now that you have registered and have become an approved centre, the following information will help guide and support you as you start preparing your learners to take our Oracy qualifications.



For questions about the Hub, bookings, results and certificates, email customer@esbuk.org

For questions about assessments and specifications, email product@esbuk.org.

For questions about invoices and prices, email accounts@esbuk.org

For information about reasonable adjustments:
esbuk.org/web/support/equality-diversity-inclusionsafeguarding

For enquiries and complaints:
esbuk.org/web/support/policies-and-procedures/