

Elevating Dudley College's ESOL Programme with



English Speaking Board (International) Ltd.



Michael Killin, ESOL Curriculum Manager at Dudley College, shares his experience of **transitioning to ESB** from the college's previous Awarding Organisation.

Exceptional

Empowerment of tutors to deliver with confidence

We have been highly satisfied with the support ESB has provided. **ESB's team has consistently shown a deep understanding of ESOL teaching challenges and offered prompt, knowledgeable assistance** with any questions or queries. Their responsiveness has been a significant factor in helping our tutors feel confident and empowered to use the new assessment model effectively.

We've also benefitted from having **examiners come out to provide in-depth training** on the specifications and on marking exams, which has enhanced our tutors' confidence and accuracy in assessment. This hands-on support has been crucial in helping our team feel empowered to deliver with confidence.



Efficient



We have a **96.3% success rate for satisfying customer queries across our organisation within 48hrs.**



We provide training to all new organisations who join ESB to go through our qualification specifications and level descriptors.



Learners take their Speaking & Listening assessments in pairs, giving a huge confidence boost to those who may usually be apprehensive towards typical oral assessments.

Clear and structured assessment pathways



ESB's external assessments provide a clear and structured pathway that positively influences our learners' progress. The assessments are skilfully aligned with the learners' language development goals, giving them practical, achievable milestones that keep them motivated. The clarity of the exam format has allowed tutors to focus on targeted skill-building and lesson planning, ultimately enhancing the learning experience. **Many learners have commented that the format reduced exam-related anxiety and allowed them to better showcase their skills.**



Importantly, we have found that **ESB is highly receptive to feedback** - when we've highlighted issues or made suggestions, they've responded thoughtfully and worked with us to implement adjustments. This level of collaboration and attentiveness to educator input has made **ESB a valuable and trusted partner for our ESOL programme.**

Tutor success with ESB

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Seamless transition with reliable support

The transition from our previous awarding organisation to ESB has been smooth and well-supported. We found that ESB's comprehensive onboarding process and **responsive customer service were crucial in helping our team quickly adapt to their structure and requirements**. Both learners and tutors were able to make a seamless transition, allowing us to continue focusing on quality teaching and assessment.



Save time and resources

ESB's assessments stand out due to their timely feedback and streamlined processes. The **rapid turnaround of results has saved us a great deal of administrative time**, allowing tutors to focus on student feedback and progression without unnecessary delays. This efficiency has had a positive impact on both resource management and the overall learner experience.



The ESB difference

I would highly recommend ESB's ESOL Skills for Life assessments to other educators. **ESB has demonstrated a strong commitment to quality, with assessments that genuinely reflect learner progress while being user-friendly for both students and teachers.**



"Our experience with ESB has been **exceptional**. They have successfully combined quality with **efficiency**, which has allowed us to **elevate** our ESOL programme. We're pleased with the positive feedback from learners and look forward to continuing our journey with ESB."

Efficient



We invite staff who organise ESB assessments to a webinar to learn about our booking hub. Our webinars have a **97% rate of satisfying hub-related queries**.



We offer the fastest resulting of any external ESOL Skills for Life awarding organisation, with learners receiving their results in just **5 days**, and certificates in **10** - outside of peak times.



Our centres, many of whom we have enjoyed long-term relationships with, appreciate our personalised Speaking & Listening reports that provides tutors and learners with detailed feedback.



One of our Level 1 learners, who had struggled with confidence in previous exams, found ESB's format to be much more **approachable and clearer**. This learner not only passed with a high mark but also experienced a **marked boost in their confidence**, which has influenced their participation in other vocational classes. The format, coupled with the constructive feedback they received, made a lasting impact on their progress.

Learner success with ESB