

‘My ESB’ User Guide

Speech Centres



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Glossary

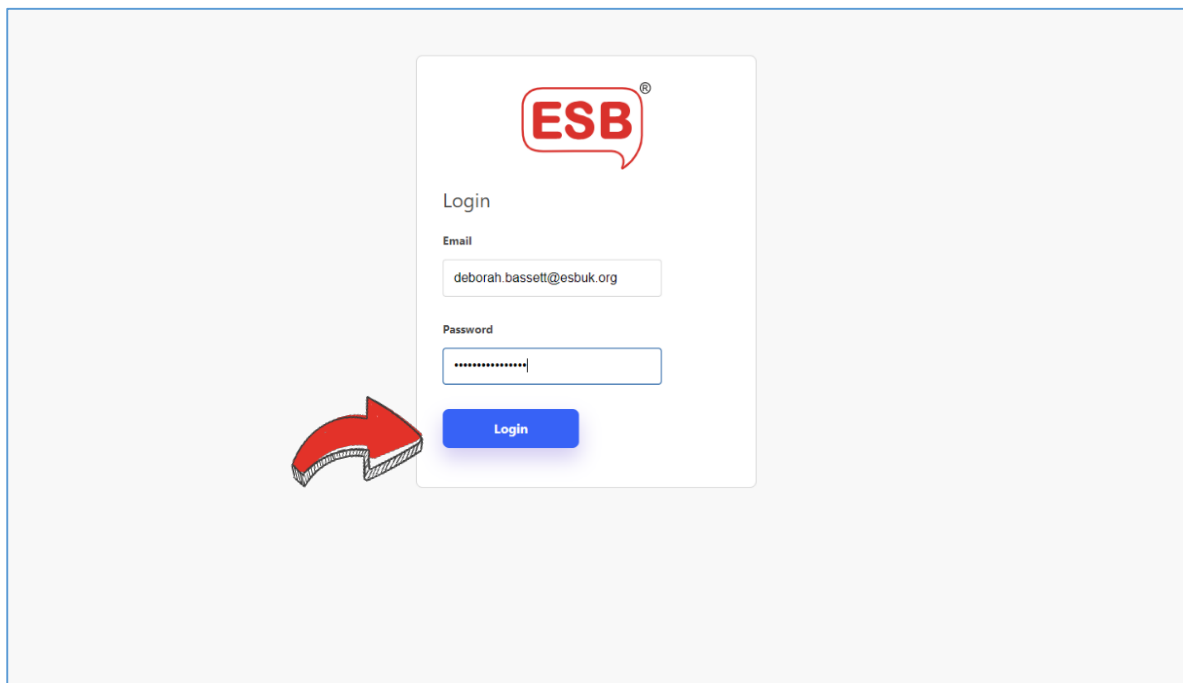
Candidate management	You can upload all your candidates for a range of qualifications and sessions in one spreadsheet. You can then move candidates by 'dragging and dropping' their names into a session or upload straight into the required session.
Centre details	All your centre information is here. You will be responsible for updating your own centre details.
Confirmed bookings	Here you will find all the exams you have booked. You will be able to amend your bookings here, manage candidates, apply for reasonable adjustments and download candidate reports.
IT Support	Here you can submit any queries and screenshots to our IT department who will respond to your enquiry as soon as possible.
Minimum Fee (where applicable)	This will now act as a deposit. The centre will be invoiced for the minimum fee prior to the assessment taking place. If there are remaining fees to be paid these will be invoiced as usual after the assessment.
My ESB	This is your hub where you can make and manage all your bookings, request Reasonable Adjustments, manage candidates, update your centre details and access online resources and IT support. You can access My ESB by clicking 'Log In' on our website.
Online compliance	New centres to ESB can now complete all compliance and registration activities online
Peak Period	Summer Peak Period: May, June and July
Pending bookings	Your bookings are pending until the assigned assessor or marker accepts the assessment invitation. Here you can also track the progress of your bookings.
Previous bookings	History of completed bookings will be saved here. Any cancelled bookings will also be saved here
Quote	Here you can simply get a quote based on minimal information to see prices, whether you are an ESB centre or not. Quotes can be saved for up to 28 days. If you want to turn this quote into a booking then you need to complete further steps.
Request Reasonable Adjustment	Reasonable Adjustments for individual candidates are requested through the Candidate Management tab. You will be notified once your RA has been approved.
Saved bookings	Incomplete bookings can be saved for you to complete at a later date.

Booking

We've simplified the way you book assessments with us.

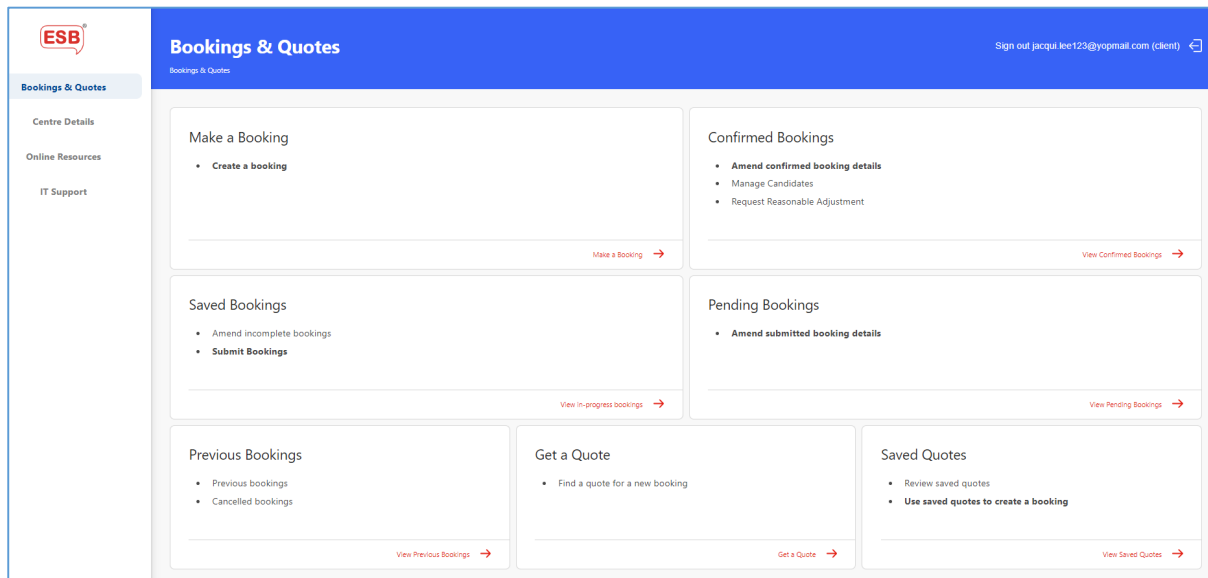
My ESB is designed to be intuitive, so that the process is easy to follow and fuss-free. However, we have put together some step-by-step diagrams to introduce you to the new way of booking.

1. Log on by entering your current ESB email address and password and click 'Login'.



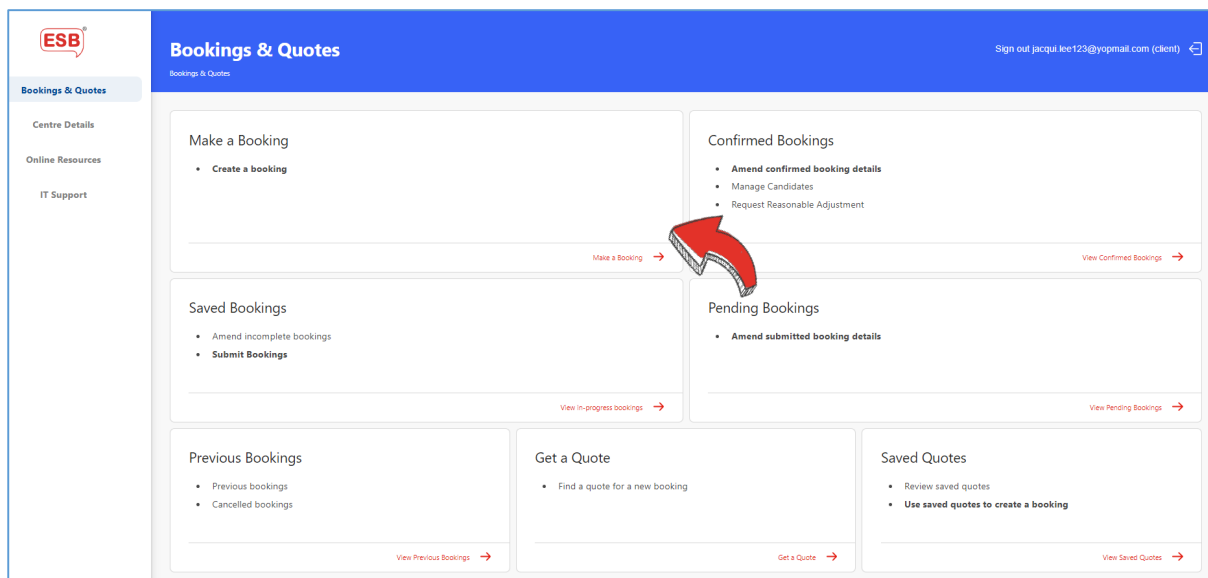
The screenshot shows the ESB Login page. At the top is the ESB logo. Below it is the heading 'Login'. There are two input fields: 'Email' with the text 'deborah.bassett@esbuk.org' and 'Password' with masked characters. A blue 'Login' button is at the bottom. A large red arrow points from the left towards the login form.

Welcome to My ESB. This is your hub where you can make and manage all your bookings, request Reasonable Adjustments, manage candidates, update your centre details and access online resources and IT support.



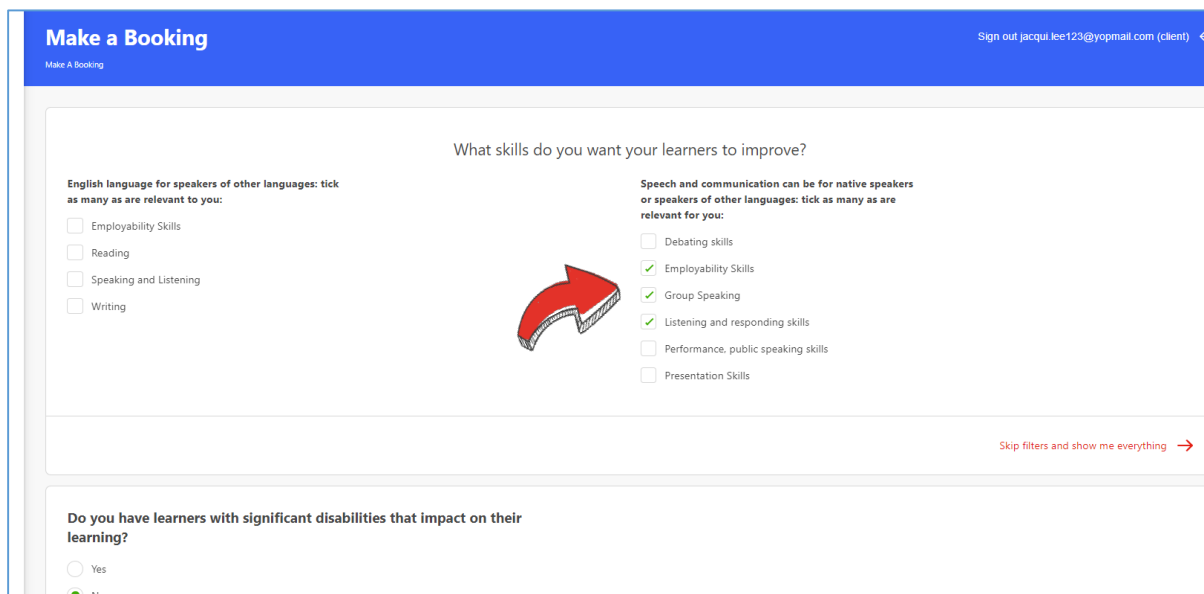
THIS IS WHAT YOUR 'MY ESB' HUB WILL LOOK LIKE.

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



This will take you to the filter questions.

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



Make a Booking Sign out jacqui.lee123@yopmail.com (client)

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:

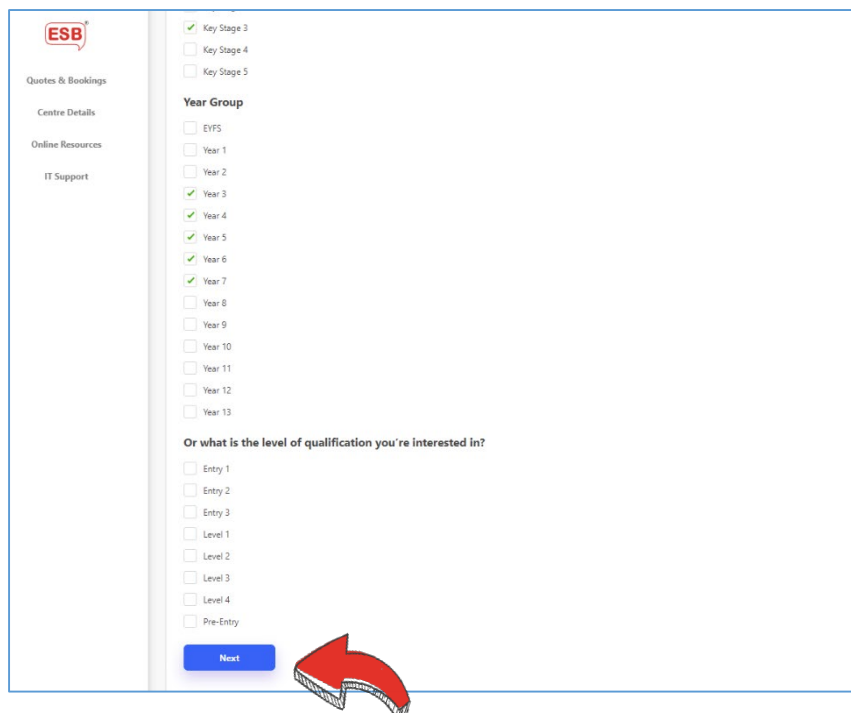
- ☐ Debating skills
- ☒ Employability Skills
- ☒ Group Speaking
- ☒ Listening and responding skills
- ☐ Performance, public speaking skills
- ☐ Presentation Skills

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

Do you have learners with significant disabilities that impact on their learning?

☐ Yes

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



ESB

Quotes & Bookings

Centre Details

Online Resources

IT Support

☒ Key Stage 3

☐ Key Stage 4

☐ Key Stage 5

Year Group

☐ EYFS

☐ Year 1

☐ Year 2

☒ Year 3

☒ Year 4

☒ Year 5

☒ Year 6

☒ Year 7

☐ Year 8

☐ Year 9

☐ Year 10

☐ Year 11

☐ Year 12

☐ Year 13

Or what is the level of qualification you're interested in?

☐ Entry 1

☐ Entry 2

☐ Entry 3

☐ Level 1

☐ Level 2

☐ Level 3

☐ Level 4

☐ Pre-Entry

[Next](#)

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



ESB

Qualities & Bookings

Centre Details

Online Resources

IT Support

Please select a qualification

☐ **ESB Entry Level Award in Group Speaking (Entry 3)**
[See details](#)

☐ **ESB Entry Level Award in Speech (Entry 1)**
[See details](#)

☐ **ESB Entry Level Award in Speech (Entry 2)**
[See details](#)

☐ **ESB Entry Level Award in Speech (Entry 3)**
[See details](#)

☐ **ESB Examination in Speech: Grade 1 (Grade 1)**
[See details](#)

☒ **ESB Examination in Speech: Grade 2 (Grade 2)**
[See details](#)

☐ **ESB Examination in Speech: Grade 3 (Grade 3)**
[See details](#)

Selected Qualifications

ESB Examination in Speech
Grade 2 (Grade 2)
£15.00

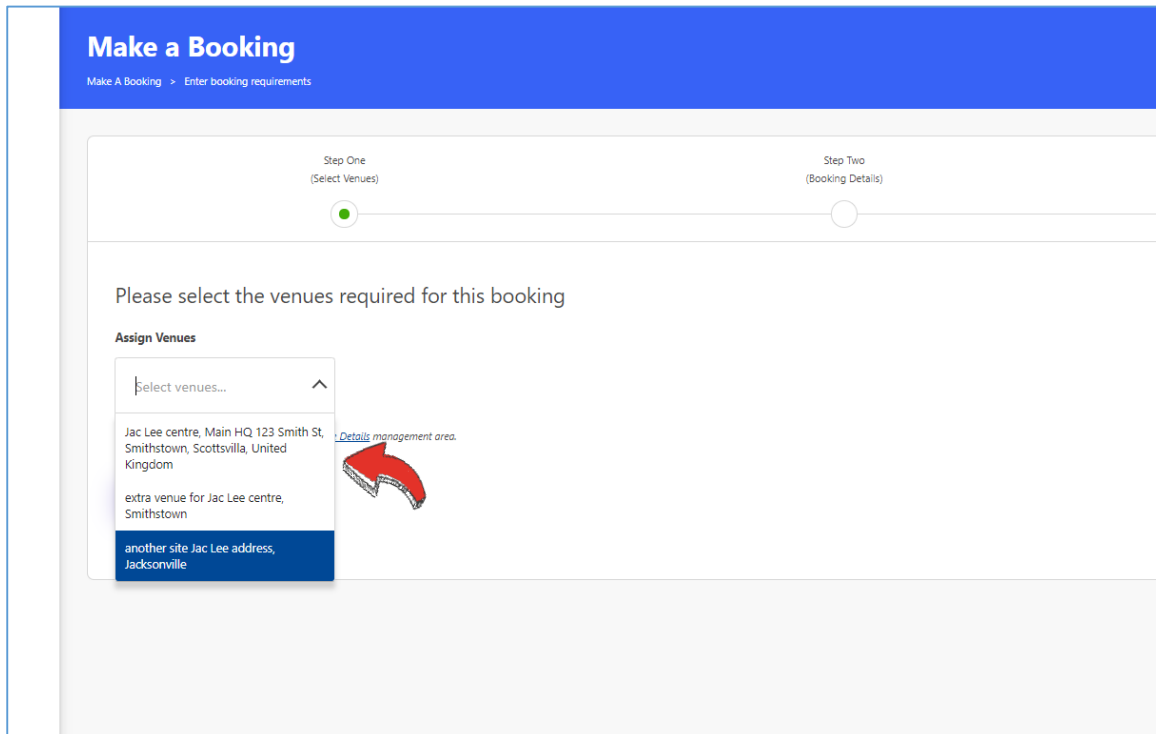
[Continue](#)

Need help with funding?

The Christabel Burnston Fund was established in honour of ESB's founder, Christabel Burnston MBE.

[Get in touch](#)

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



Make a Booking

Make A Booking > Enter booking requirements

Step One (Select Venues)

Step Two (Booking Details)

Please select the venues required for this booking

Assign Venues

Select venues...

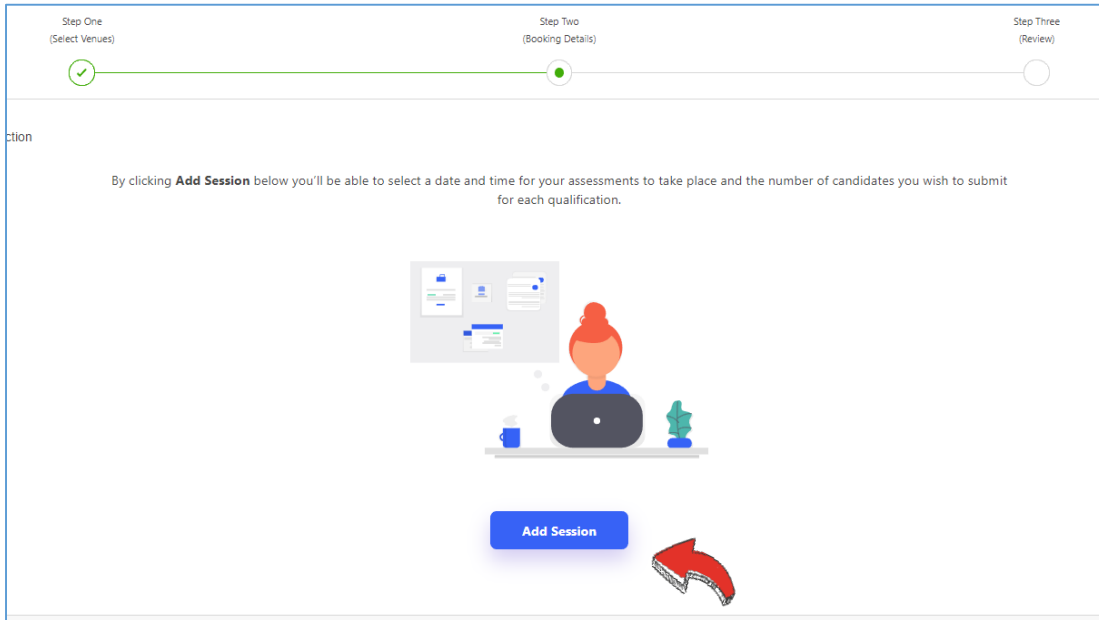
Jac Lee centre, Main HQ 123 Smith St, Smithstown, Scottsville, United Kingdom

extra venue for Jac Lee centre, Smithstown

another site Jac Lee address, Jacksonville

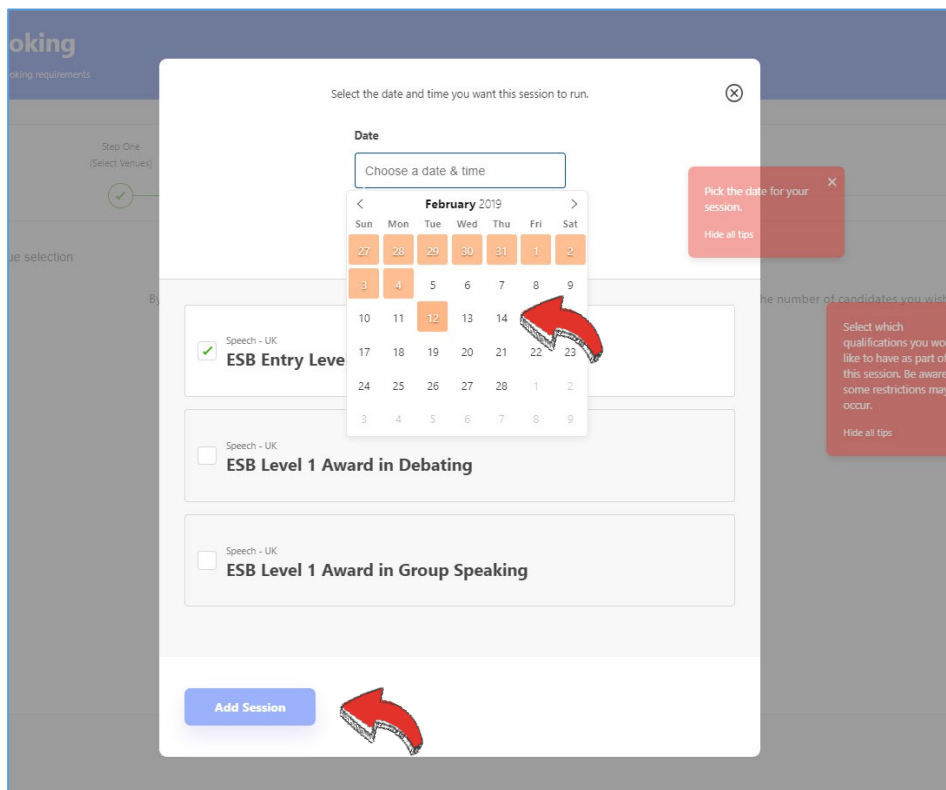
[Details management area.](#)

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



The screenshot shows a three-step progress bar at the top: Step One (Select Venues) is completed with a green checkmark, Step Two (Booking Details) is the current step with a green dot, and Step Three (Review) is pending with a grey circle. Below the progress bar, a text box explains that clicking 'Add Session' allows selecting a date, time, and number of candidates. An illustration of a person at a desk with a laptop and a small statue is shown. At the bottom, a blue 'Add Session' button is highlighted with a red arrow pointing to it.

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



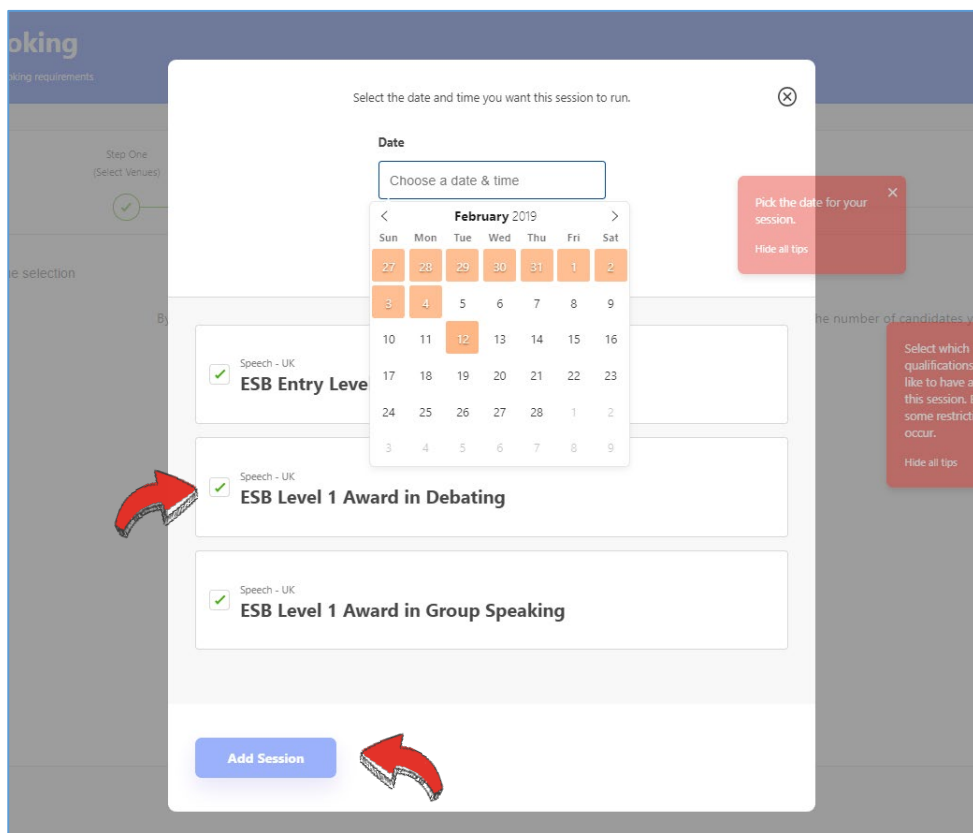
The screenshot shows a modal window titled 'Select the date and time you want this session to run.' with a close button (X). Inside, there is a 'Date' section with a 'Choose a date & time' input field and a mini calendar for February 2019. The calendar shows dates from 27 to 29, with the 12th highlighted. A red arrow points to the 12th. Below the calendar, there are three qualification options, each with a checkbox and the text 'Speech - UK':

- ☒ ESB Entry Level
- ☐ ESB Level 1 Award in Debating
- ☐ ESB Level 1 Award in Group Speaking

At the bottom of the modal is a blue 'Add Session' button, highlighted with a red arrow. To the right of the modal, there are two red tip boxes: 'Pick the date for your session. Hide all tips' and 'Select which qualifications you would like to have as part of this session. Be aware, some restrictions may occur. Hide all tips'.

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

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



Select the date and time you want this session to run.

Date

Choose a date & time

February 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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	1	2
3	4	5	6	7	8	9

Speech - UK
ESB Entry Level

Speech - UK
ESB Level 1 Award in Debating

Speech - UK
ESB Level 1 Award in Group Speaking

Add Session

Pick the date for your session. Hide all tips

Select which qualifications you like to have as part of this session. By default, all qualifications are selected. Some restrictions may occur. Hide all tips

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

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

11. Enter your desired number of candidates for each qualification in the box provided. It will give you the maximum number of candidates you can enter for each assessment.

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

Session 1 - 3 hours, 47 minutes 14/02/2019 09:00

Speech - UK ESB Entry Level Award in Speech (Entry 2)	Number of Candidates 12 Maximum of 24 Candidates ⓘ
Speech - UK ESB Level 1 Award in Debating	Number of Candidates 11 Maximum of 48 Candidates ⓘ
Speech - UK ESB Level 1 Award in Group Speaking	Number of Groups 2 Maximum of 16 Groups ⓘ

[Edit Session](#) [Delete Session ⓘ](#)

[Add Session](#)

You can edit this session by clicking "Edit Session" and add more sessions by clicking "Add Session" again. Remember to save before continuing to the next step.

Hide all tips

12. This will automatically change your estimated total cost shown at the bottom right of your screen.

Click 'Next' to proceed with your booking, or 'Save' it to confirm the booking at a later date.

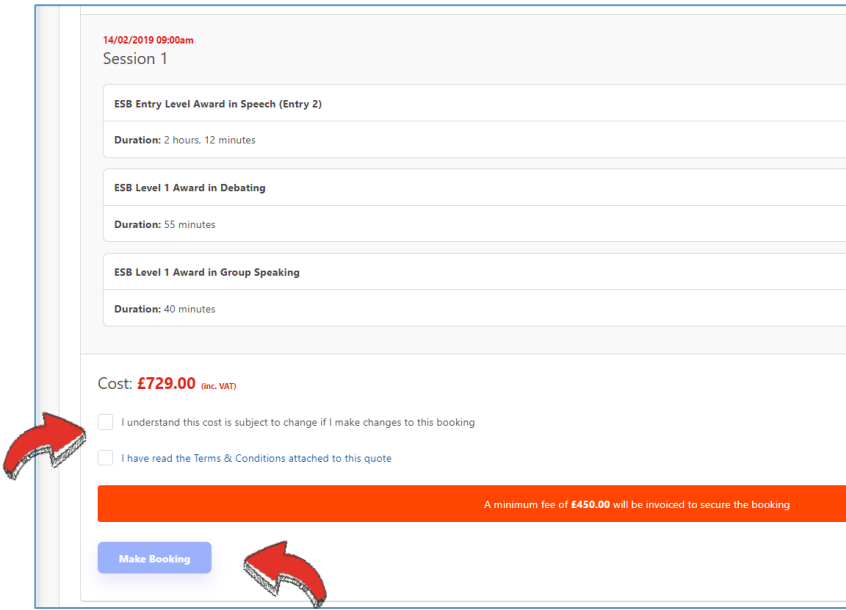
Total Candidates: 122

Estimated Total Session Cost: **£1,958.00**

[Save Booking](#) [Next](#)

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

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



14/02/2019 09:00am
Session 1

ESB Entry Level Award in Speech (Entry 2)
Duration: 2 hours, 12 minutes

ESB Level 1 Award in Debating
Duration: 55 minutes

ESB Level 1 Award in Group Speaking
Duration: 40 minutes

Cost: **£729.00** (inc. VAT)

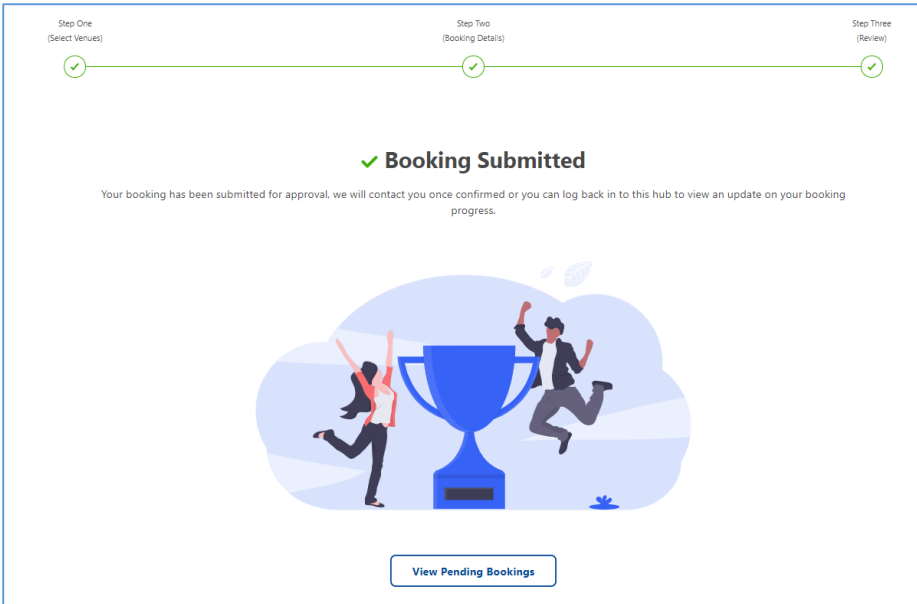
☐ I understand this cost is subject to change if I make changes to this booking

☐ I have read the Terms & Conditions attached to this quote

A minimum fee of £450.00 will be invoiced to secure the booking

Make Booking

14. Your booking has been submitted is now Pending.



Step One (Select Venues) ✓

Step Two (Booking Details) ✓

Step Three (Review) ✓

✓ Booking Submitted

Your booking has been submitted for approval, we will contact you once confirmed or you can log back in to this hub to view an update on your booking progress.

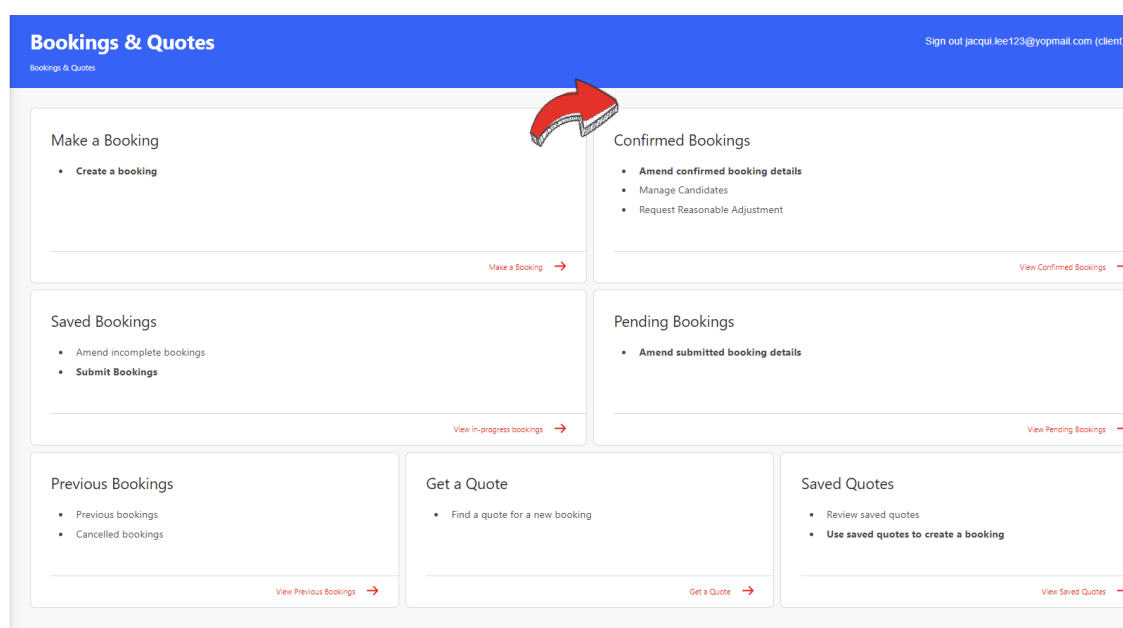
View Pending Bookings

Once an assessor or marker has been assigned to the sessions, you will receive a notification that the booking has been confirmed. You can then begin managing your candidates and request Reasonable Adjustments in 'Confirmed Bookings'.

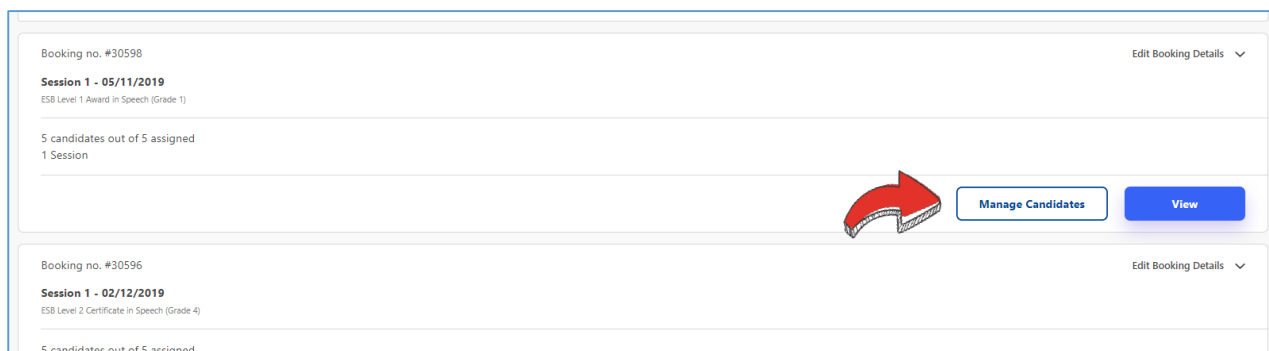
Candidate Management

This is where you can upload and move your candidates into sessions. We've tried to make this part of the process as simple and quick as possible by using a 'drag and drop' system. **Learner names should be added in advance of the assessment date and at the very latest, one day before.**

1. To manage your candidates in a confirmed booking, log into your My ESB hub and click on the segment called 'Confirmed Bookings'.

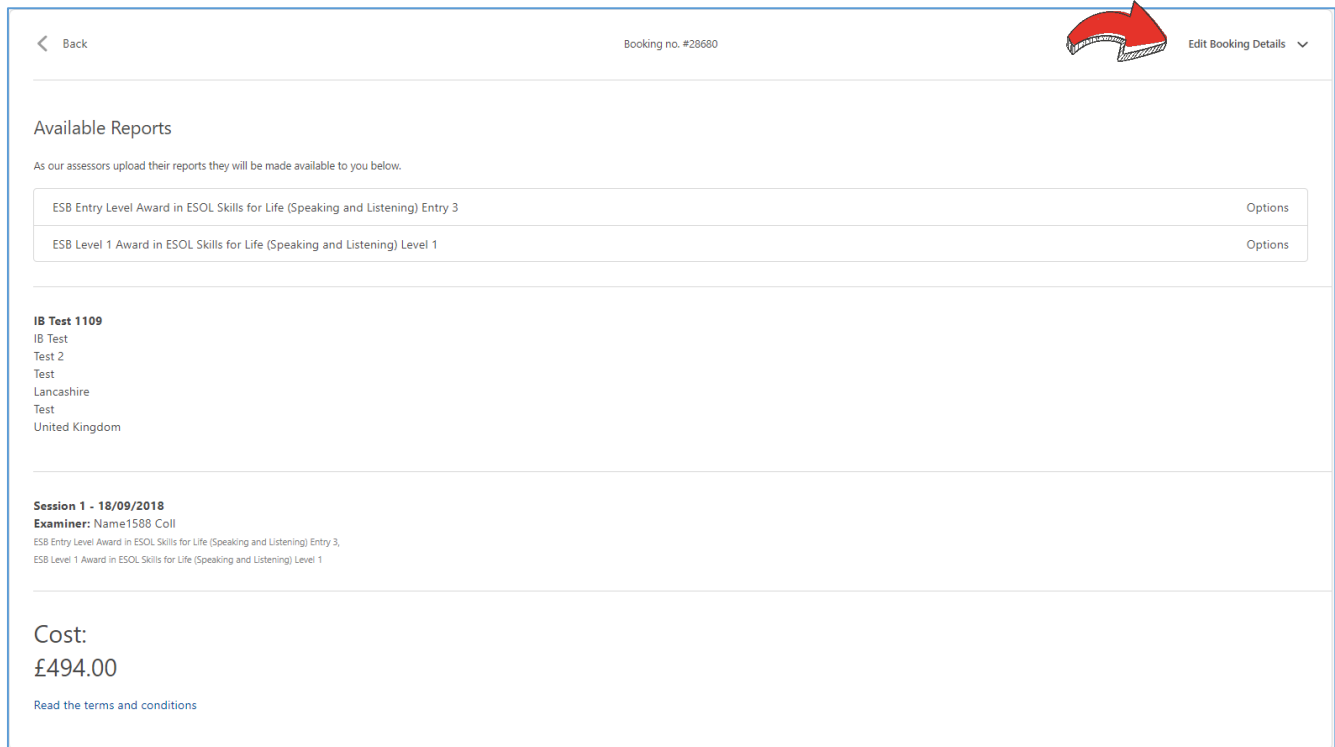


2. Find which booking you would like to manage candidates for and click the 'Manage Candidates' button.



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

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



Back Booking no. #28680 Edit Booking Details

Available Reports

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

ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3	Options
ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1	Options

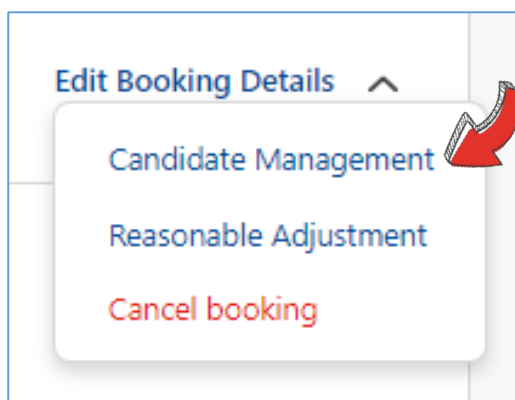
IB Test 1109
 IB Test
 Test 2
 Test
 Lancashire
 Test
 United Kingdom

Session 1 - 18/09/2018
 Examiner: Name1588 Coll
 ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3,
 ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1

Cost:
 £494.00

[Read the terms and conditions](#)

4. From the drop-down menu, select 'Candidate Management'.



Edit Booking Details

- Candidate Management
- Reasonable Adjustment
- Cancel booking



To see your list of candidates you must upload a CSV document

Upload 



[Download CSV Template](#)

5. If the screen on the left appears, this means that no candidates have been submitted to the booking yet. In order to do this, please **'Download CSV Template'** and open the Excel worksheet after it downloads.

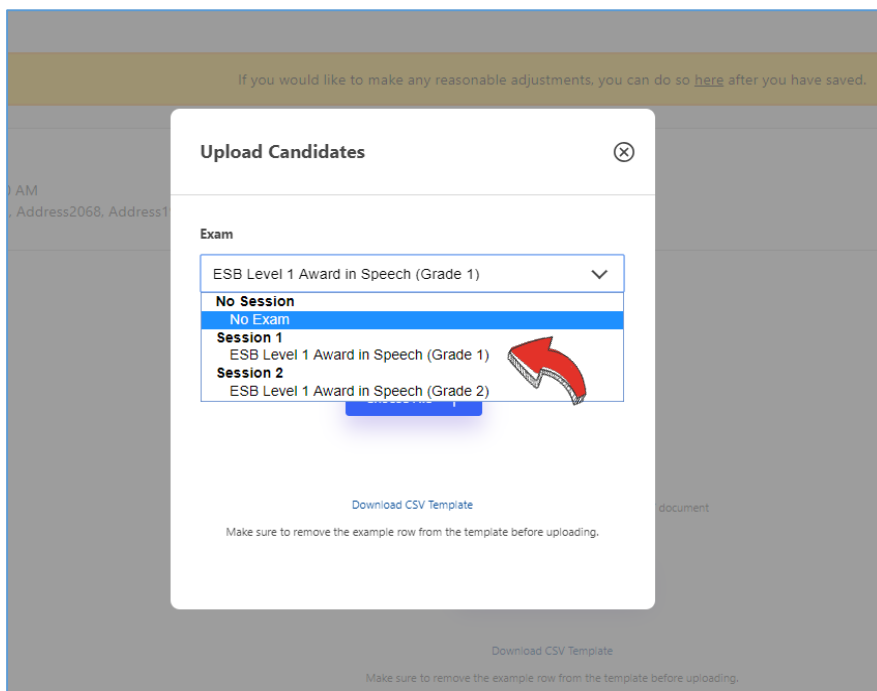
6. When you open the Downloaded CSV Template, you will see an example of how to input your candidate details.

Please enter the names of all of the candidates who you wish to be entered into this booking. We only need first names and surnames, it is not mandatory to add learners' DoBs, gender or Unique Learner Numbers (ULNs). The spreadsheet is case-sensitive, ensure you follow the same formatting as shown in the example. You can enter all candidates for multiple sessions within the booking.

	A	B	C	D	E	F	G	H	I	J
1	ULN	First Name	Last Name	Birth Date	Gender					
2	DELETE-TH	Example	Smith	28/12/2005	female					
3		Joe	Bloggs	10/05/1990	male					
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										

Save your list of candidate names (in its original CSV format). To upload it, please return to Step 5 and click 'Upload'.

7. It is now much easier to place candidates into assessment sessions. You can either upload all your candidates for all sessions at once and move them afterwards, or you can upload the candidate names straight into a specific session, by selecting the desired session from the drop-down menu, as shown below:



If you would like to make any reasonable adjustments, you can do so [here](#) after you have saved.

Upload Candidates (X)

Exam

ESB Level 1 Award in Speech (Grade 1) ▼

No Session

No Exam

Session 1

ESB Level 1 Award in Speech (Grade 1)

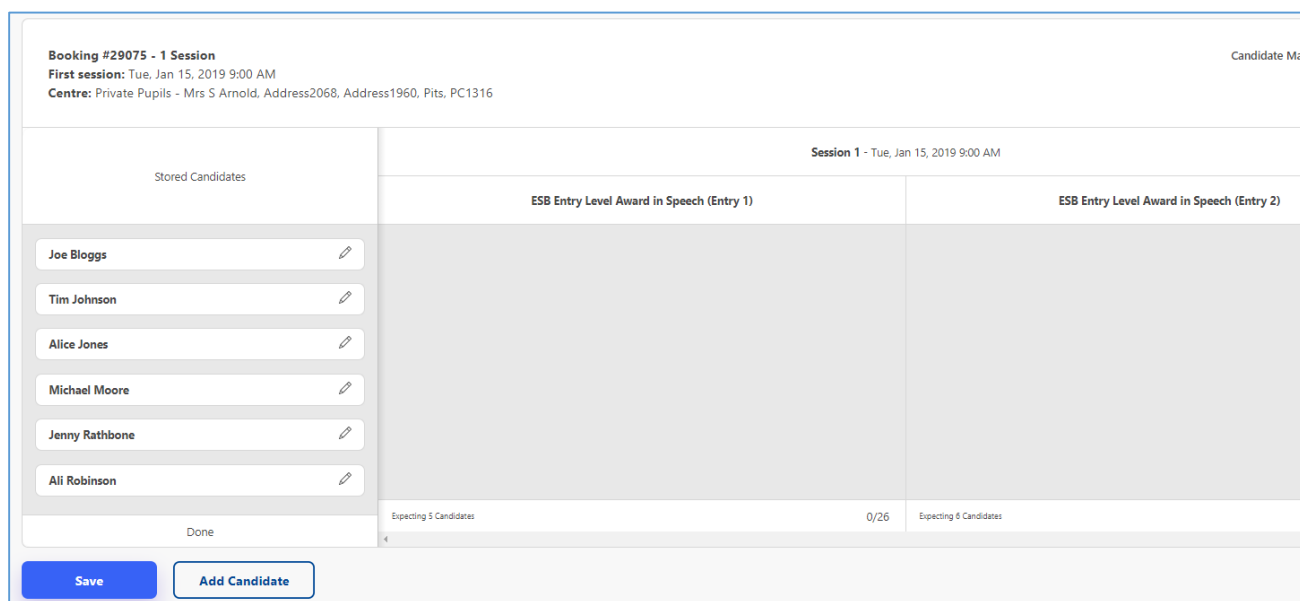
Session 2

ESB Level 1 Award in Speech (Grade 2)

Download CSV Template

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

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



Booking #29075 - 1 Session

First session: Tue, Jan 15, 2019 9:00 AM

Centre: Private Pupils - Mrs S Arnold, Address2068, Address1960, Pits, PC1316

Candidate Mar

Stored Candidates

Joe Bloggs

Tim Johnson

Alice Jones

Michael Moore

Jenny Rathbone

Ali Robinson

Done

Session 1 - Tue, Jan 15, 2019 9:00 AM

ESB Entry Level Award in Speech (Entry 1)

ESB Entry Level Award in Speech (Entry 2)

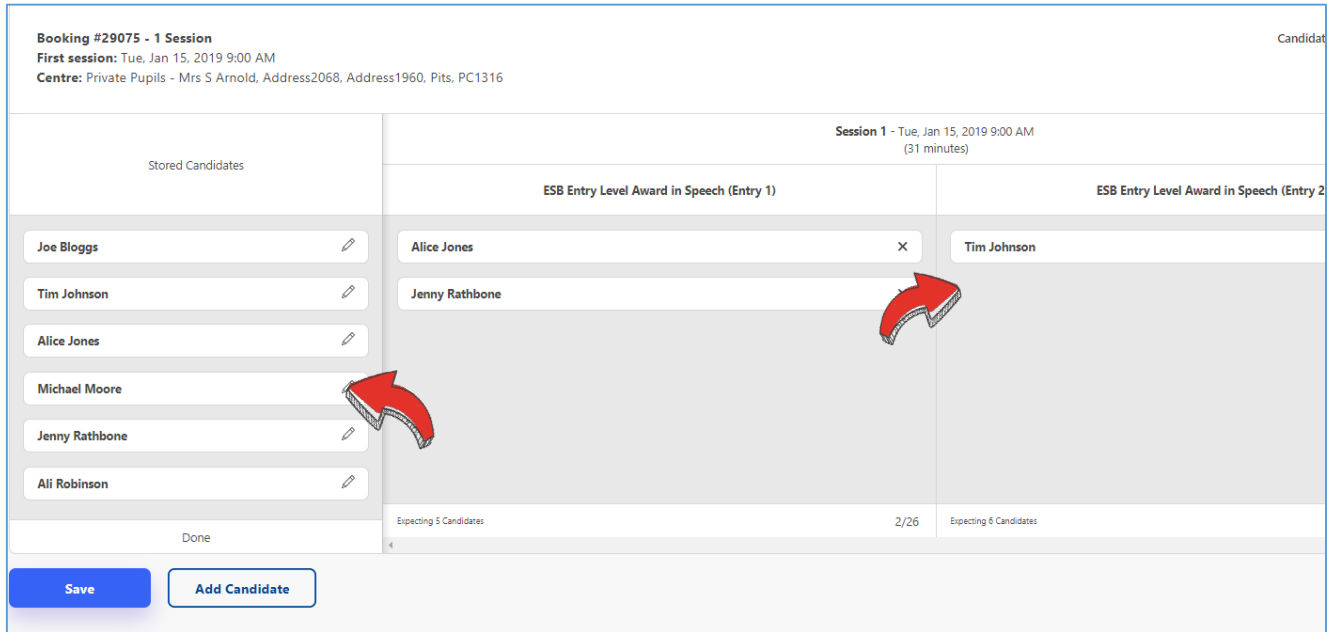
Expecting 5 Candidates

0/26

Expecting 6 Candidates

Save Add Candidate

8. To move candidates into the session you want, simply hover your mouse cursor over the candidate's name on the left, then click and drag to drop them into the desired session.



Booking #29075 - 1 Session
First session: Tue, Jan 15, 2019 9:00 AM
Centre: Private Pupils - Mrs S Arnold, Address2068, Address1960, Pits, PC1316

Session 1 - Tue, Jan 15, 2019 9:00 AM (31 minutes)

Stored Candidates

Joe Bloggs
Tim Johnson
Alice Jones
Michael Moore
Jenny Rathbone
Ali Robinson

ESB Entry Level Award in Speech (Entry 1)

Alice Jones
Jenny Rathbone

ESB Entry Level Award in Speech (Entry 2)

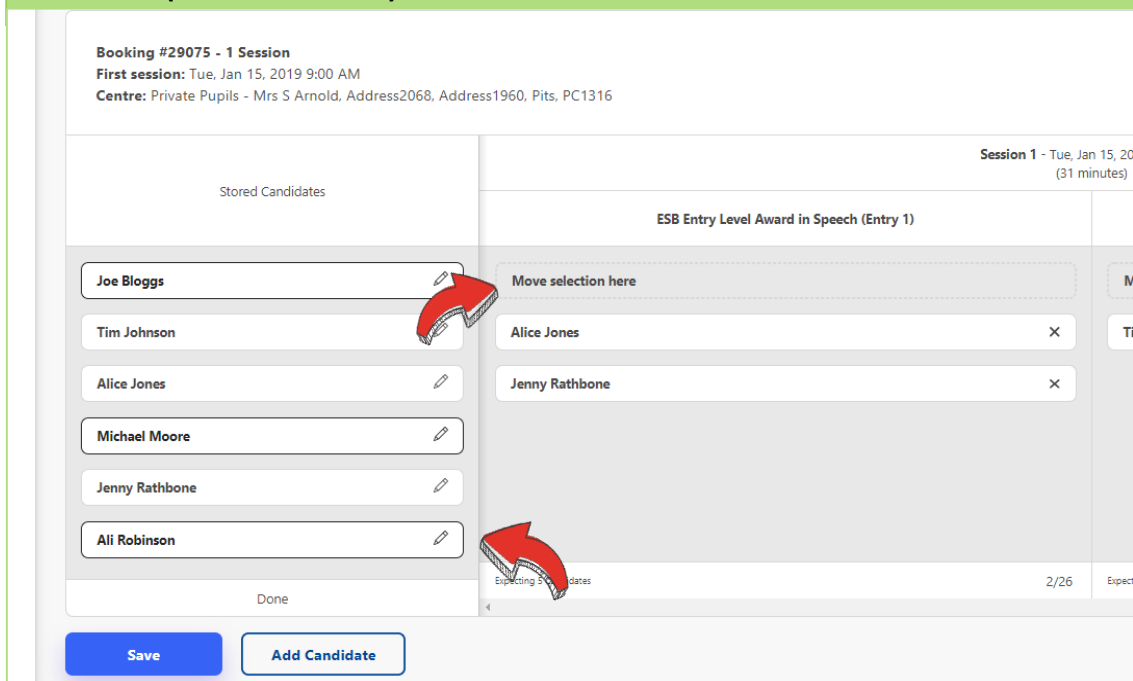
Tim Johnson

Expecting 5 Candidates 2/26 Expecting 6 Candidates

Done

Save Add Candidate

TOP TIP: You can select multiple names and move them by clicking the names you would like to move, and simply clicking them into the session you want to enter them into (as shown below).



Booking #29075 - 1 Session
First session: Tue, Jan 15, 2019 9:00 AM
Centre: Private Pupils - Mrs S Arnold, Address2068, Address1960, Pits, PC1316

Session 1 - Tue, Jan 15, 2019 9:00 AM (31 minutes)

Stored Candidates

Joe Bloggs
Tim Johnson
Alice Jones
Michael Moore
Jenny Rathbone
Ali Robinson

ESB Entry Level Award in Speech (Entry 1)

Move selection here
Alice Jones
Jenny Rathbone

Expecting 5 Candidates 2/26 Expecting 6 Candidates

Done

Save Add Candidate

Remember that each assessment session will have a **maximum number of candidates**. This is determined by the type of assessment that you have booked and how many assessors have been confirmed to take the booking. You will not be able to add more candidates to the booking than the maximum number allocates, as shown below:

All Candidates		Session 1 - Wed, Nov 7, 2018 4:00 PM
		ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 1
D B		D B
I B		I B
N B		N B
C D		C D
R D		R D
I G		I G
K G		K G
 Move Candidates		19/12 Too many candidates

9. You can edit individual candidates by clicking on the pencil icon next to their names to bring up editable fields for each candidate. You can also add candidates by clicking the option at the bottom of your screen.

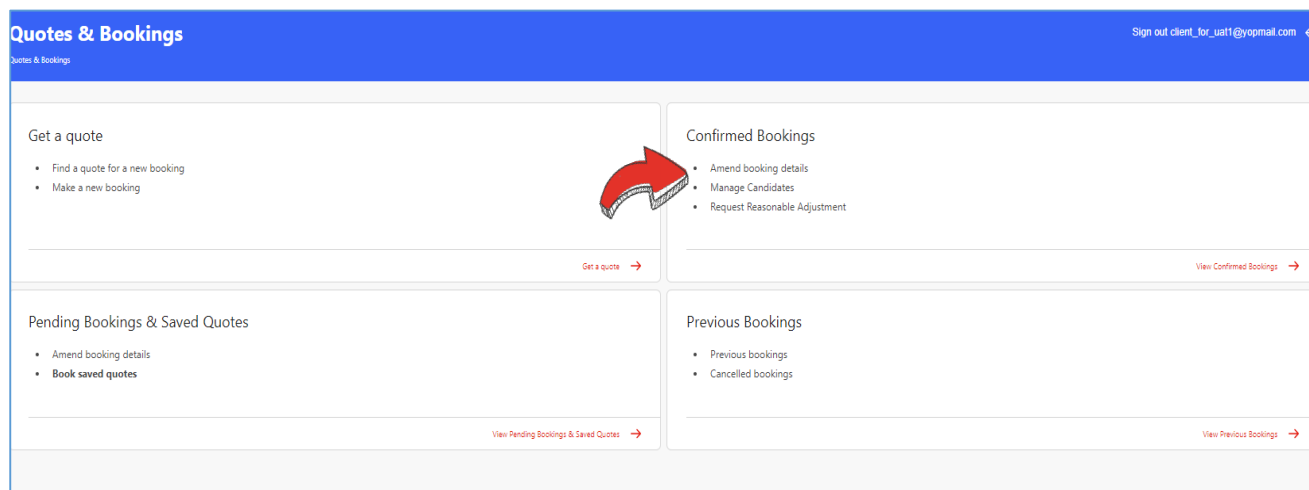
Booking #30596 - 1 Session
 First session: Mon, Dec 2, 2019 9:00 AM
 Centre: Private Pupils - Mrs S Arnold, Address2068, Address1960, Pits, PC1316

Stored Candidates	
Andy Anchor 	Andy Anchor
Bertie Bloggs 	Bertie Bloggs
Cathy Curls 	Cathy Curls
Davy Dandy 	Davy Dandy
Effy Edges 	Effy Edges
Done	Expecting 5 Candidates

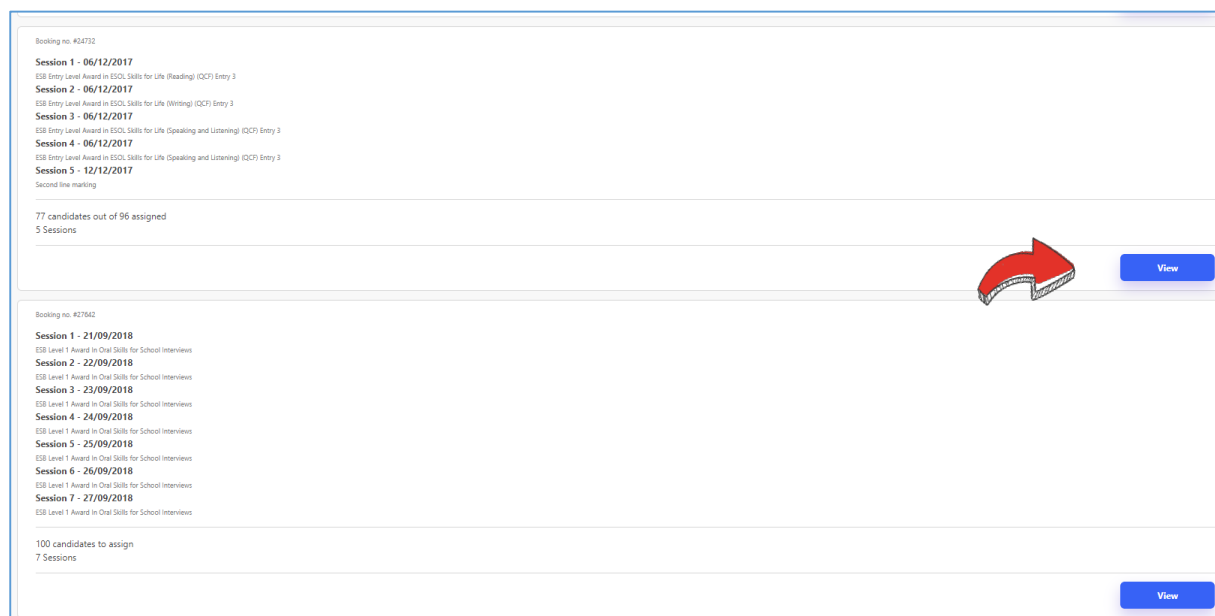



Reasonable Adjustments

1. To apply for a Reasonable Adjustment for one or more of your candidates, log in to your My ESB hub and click on the segment called 'Confirmed Bookings'.

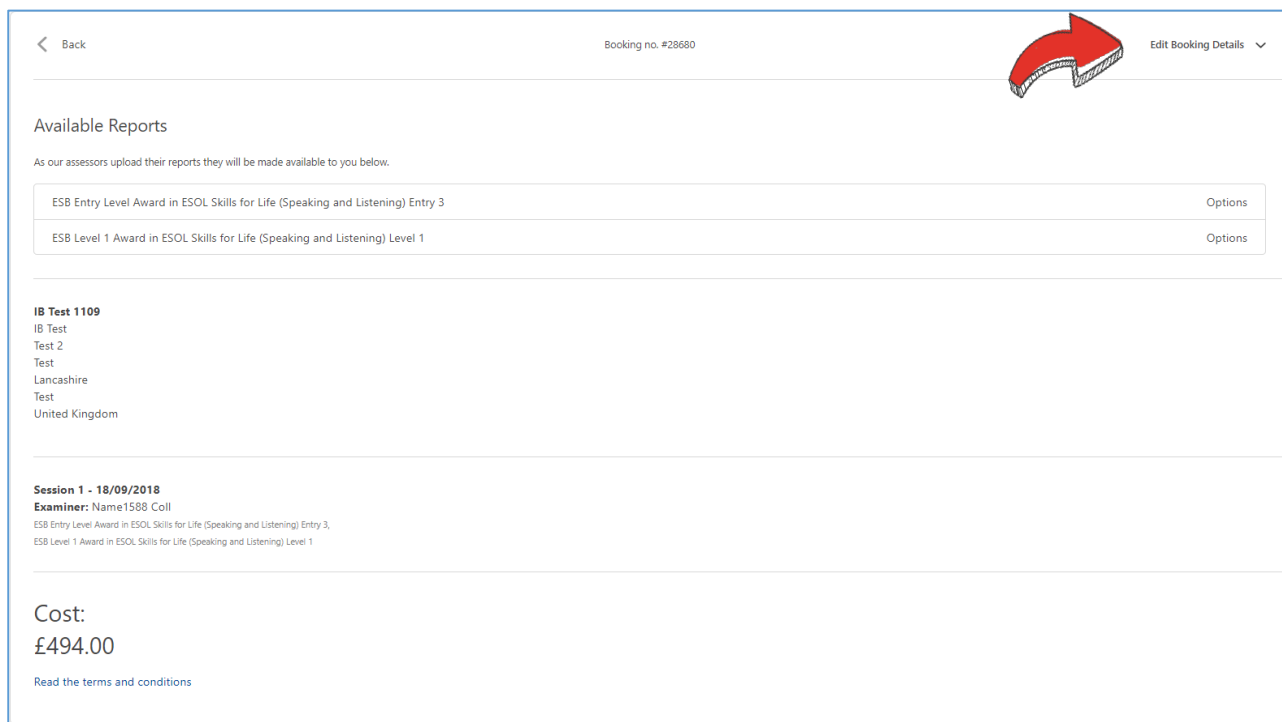


2. Select the booking in which you would like to apply a Reasonable Adjustment and click 'View' to open the booking details.



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

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



Back Booking no. #28680 Edit Booking Details

Available Reports

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

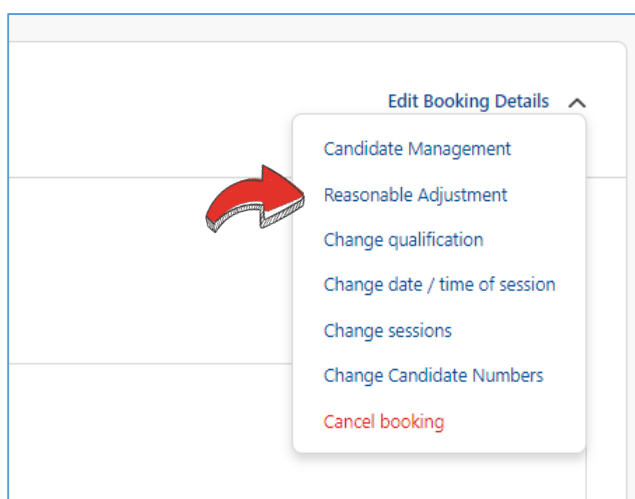
ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3	Options
ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1	Options

IB Test 1109
 IB Test
 Test 2
 Test
 Lancashire
 Test
 United Kingdom

Session 1 - 18/09/2018
Examiner: Name1588 Coll
 ESB Entry Level Award in ESOL Skills for Life (Speaking and Listening) Entry 3,
 ESB Level 1 Award in ESOL Skills for Life (Speaking and Listening) Level 1

Cost:
 £494.00
[Read the terms and conditions](#)

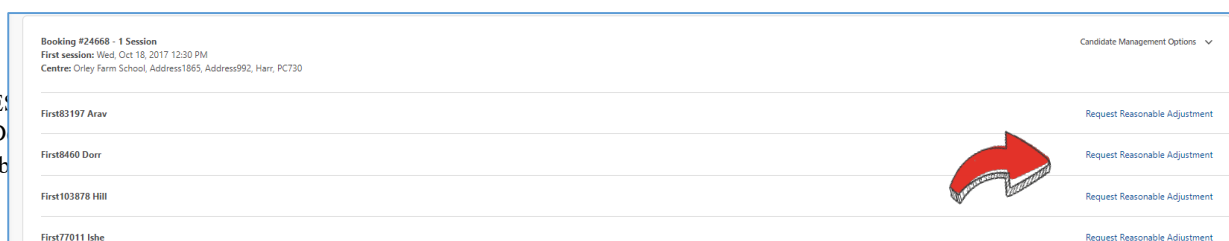
4. From the drop-down menu, select 'Reasonable Adjustment'.



Edit Booking Details

- Candidate Management
- Reasonable Adjustment
- Change qualification
- Change date / time of session
- Change sessions
- Change Candidate Numbers
- Cancel booking

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



Booking #24668 - 1 Session
 First session: Wed, Oct 18, 2017 12:30 PM
 Centre: Orley Farm School, Address1865, Address992, Har, PC730

Candidate Management Options

First83197 Arav	Request Reasonable Adjustment
First8460 Dorr	Request Reasonable Adjustment
First103878 Hill	Request Reasonable Adjustment
First77011 Ishe	Request Reasonable Adjustment

6. Select the condition and category of the Reasonable Adjustment, answer whether you have evidence from the three drop-down menus and click 'Submit for Approval'.

Booking #24668 - 1 Session		Candidate Management Options	
First session: Wed, Oct 18, 2017 12:30 PM Centre: Orley Farm School, Address1865, Address992, Harr, PC730			
First83197 Arav			Request Reasonable Adjustment
First8460 Dorr			Request Reasonable Adjustment
First103878 Hill Dyslexia - 25% Extra Time (Learners in UK less than 2 Years, Non ESOL SL Only)	 Dyslexia	25% Extra Time (Learners in UK less than 2 Years, Non ESOL SL Only)	Yes Submit for approval X
First77011 Ishe			Request Reasonable Adjustment
First88670 Khus			Request Reasonable Adjustment
First77825 Lahi			Request Reasonable Adjustment

7. Your Reasonable Adjustment has now been submitted, and will either be approved by ESB or will be auto-approved, in which case this will show under the candidate name immediately.

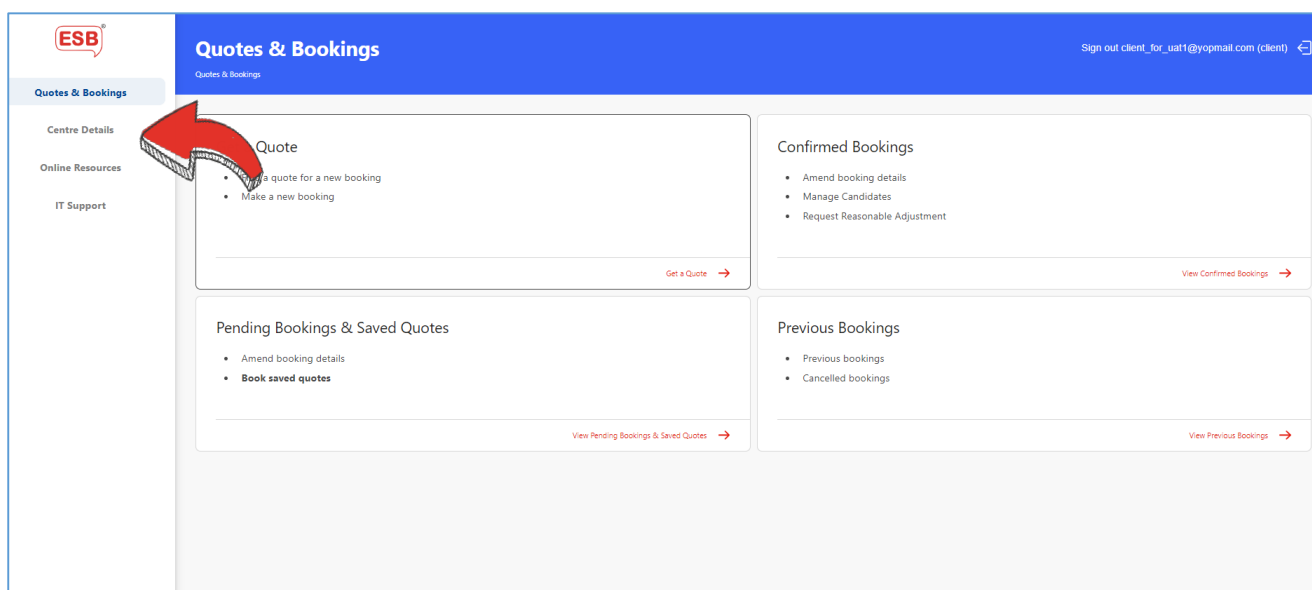
You can remove or change the Reasonable Adjustment at any time by clicking the option next to the affected candidate.

First83197 Arav	Request Reasonable Adjustment
First8460 Dorr	Request Reasonable Adjustment
First103878 Hill Dyslexia - 25% Extra Time (Learners in UK less than 2 Years, Non ESOL SL Only)	 Remove / Change Reasonable Adjustment
First77011 Ishe	Request Reasonable Adjustment
First88670 Khus	Request Reasonable Adjustment

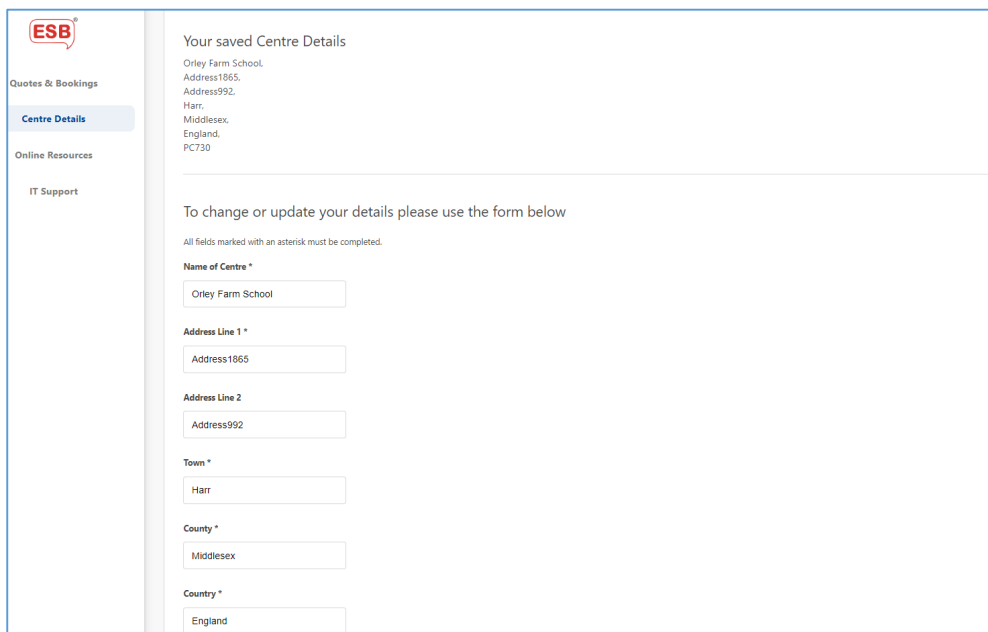
Centre Details

This is where you will find all information for your centre and organiser. It is important that this section is completed, and is updated with correct information about your centre, venues and organiser(s).

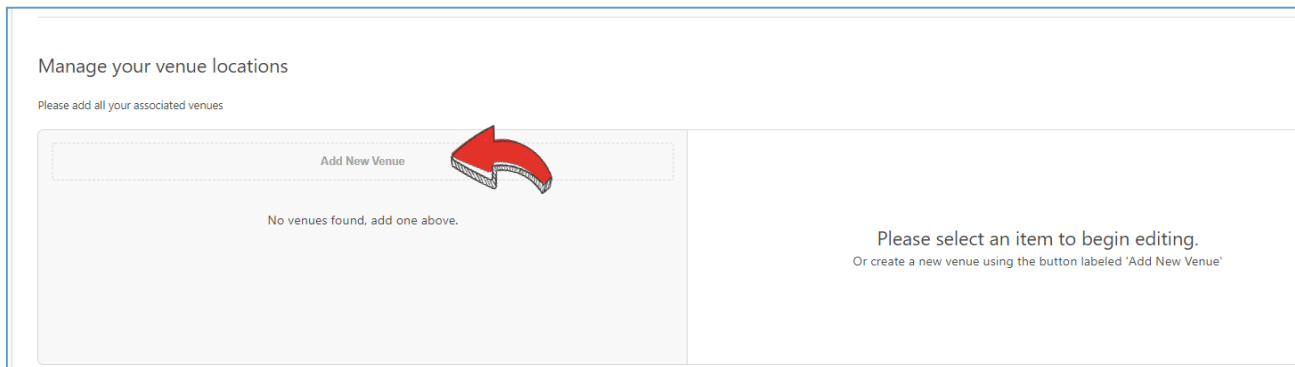
1. To enter or update your centre details, log into your My ESB hub and click on 'Centre Details' on the left panel.



2. Here you will find all your centre details.



3. If you have more than one venue for assessments, please add them in the bottom section of the page.



4. As before, your centre will be assigned an organiser, but you can now add multiple 'users' to this account by contacting our Customer Experience Team on customer@esbuk.org.

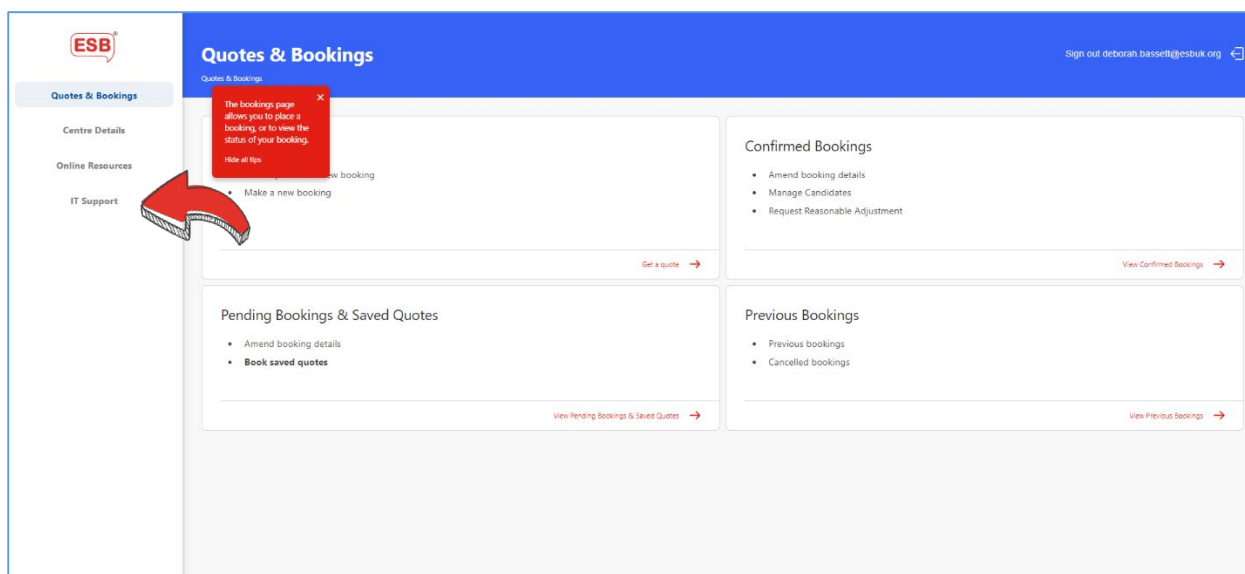
harrisonk@yopmail.com'." data-bbox="84 471 912 606"/>

This means that accounts will no longer be shared across centres, resulting in unmonitored log-ins. Organisers will now be able to view and update all bookings for their centre.

IT Support

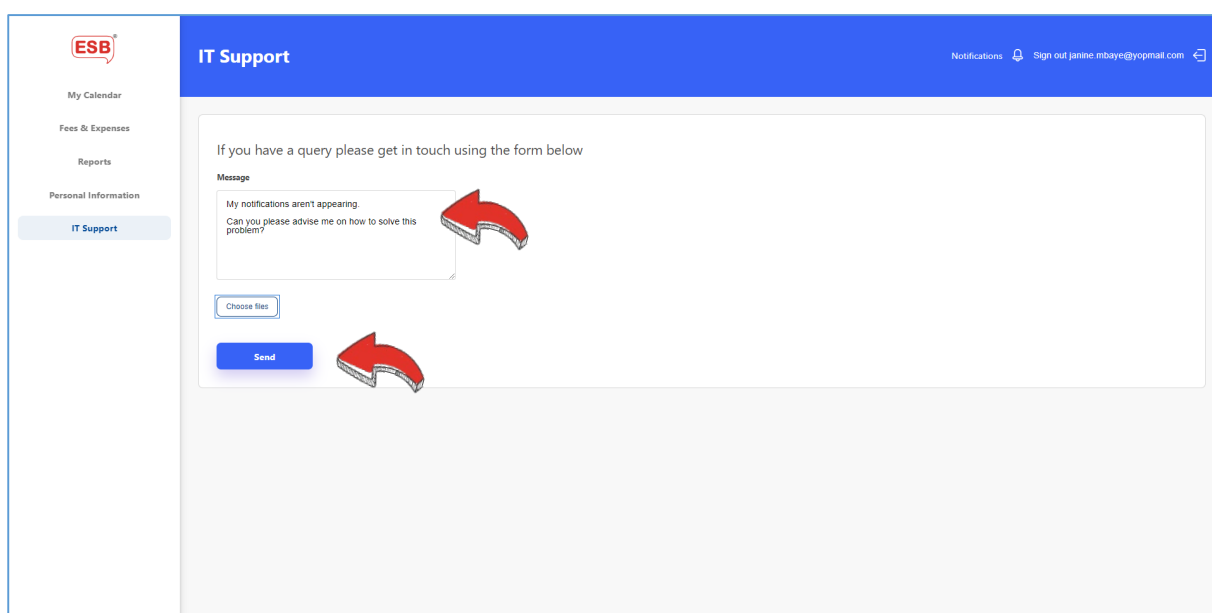
Although My ESB is designed to be intuitive and easy to follow, we understand you might still encounter technical difficulties, or want to ensure your booking has been made correctly. For these instances, My ESB has an IT Support feature as back up.

1. Log onto your My ESB hub and click 'IT Support' on the left panel.



This is your IT Support page, where you can request help using My ESB.

2. Write your query/issue in the box provided, and click the 'Send' button. Someone from our IT department will be back in touch with a solution as soon as possible.



3. For the most effective and accurate support, we highly recommend that you upload a screengrab, so that we know exactly what your screen looks like. Snipping Tool in Windows is very useful for this.

As always, if you have any questions about My ESB, please don't hesitate to get in touch at MyESBFeedback@esbuk.org, and someone will be sure to answer your query.

Best wishes,
ESB

