



**ESOL**  
International

English Speaking Board (International) Ltd. 

# ESBinItaly Satellite Centre Handbook 2021



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## **SECTION ONE – INTRODUCTION**

## Introduction to English Speaking Board (International) Ltd.

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

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

ESB International offers ESOL International qualifications across four levels:



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



In addition, ESB International also offer the following unregulated qualifications:

- ESB Entry Level Certificate ESOL International All Modes Entry 1 (A1)
- ESB Entry Level Certificate ESOL International All Modes Entry 2 (A2)
- Young Learner (A1)
- Young Learner (A2)
- Young Learner (B1)
- Young Learner English Certificate One
- Young Learner English Certificate Two
- Young Learner English Diploma
- Young Learner English Diploma First
- Young Learner Primary One
- Young Learner Primary Two

## Letter from Chief Executive

### Your role as a Satellite Centre for ESB International

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

ESB International has set up its exclusive Centre in Italy (known as ESBinItaly), to participate in the delivery or award of its Assessments in English for Speakers of Other Languages ("ESOL"). ESBinItaly therefore has an enforceable contract with ESB International which states that the activities of ESBinItaly and its third parties in Italy, known as Satellite Centres, must ensure that ESB International is fulfilling Ofqual's General Conditions of Recognition.

Therefore, in your actions as a Satellite Centre of ESBinItaly you must adhere to the instructions throughout this handbook to ensure that ESB International is fulfilling Ofqual's General Conditions of Recognition. This handbook supports you to act professionally, ethically and to deliver the assessments in accordance to the required standards as does the training, guidance and other documentation provided to you by ESB International. In the unfortunate event that a Satellite Centre fails to carry out their activities in accordance with this handbook, such matters will be managed in line with our Preventing and Managing Malpractice and Maladministration Policy. Outlined in this policy are the sanctions that can be served on ESBinItaly, Satellite Centres including its ESB designated staff and learners if their actions prevent ESB International from fulfilling their regulatory requirements. Satellite Centres can be disqualified or suspended and their learners can also have results voided or be barred from taking assessments in the future with ESB International.

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

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



## Definitions

**Oral Assessor** – the overarching term given both to the Assessor and interlocutor, both are interchangeable and required to mark the learners' performance against the Organisation's predetermined criteria

**E-Certs** – Learners who successfully complete qualifications B1, B2, C1, C2 will receive an e-certificate, accessed online via the e certificates portal. Printed certificates may also be ordered by the learner on the e certificates portal.

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

**Quality Assurance Organiser** – the role ensures that the assessment is completed under the required conditions, supervises the Invigilators and Oral Assessors at a Satellite Centre

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

**ESBinItaly (ESBinItaly)** – acts as the Centre for Assessments in English for Speakers of Other Languages ("ESOL") in Italy by engaging Satellite Centres

**Satellite Centre** – means any premises at which Assessments are held, and must meet the requirements as identified in ESBinItaly handbooks

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

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

**Platform** – the IT system managed by ESBinItaly that administers the bookings; assessment paper distribution, candidate management and assessment management

**OMR form** – Optical Mark Recognition form – answer sheet capturing learners' answers; ESB International provides 2 types of OMR forms for each level – one is used for recording LRU section answers and the other one for Speaking section answers

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

## ESBinItaly and the Satellite Centre

ESBinItaly is an exclusive Centre in Italy providing English Speaking Board (International) Ltd. assessments. All Satellite Centres will liaise with ESBinItaly to arrange ESB International assessments.



## **SECTION TWO – MARKETING**

## Marketing

The ESB name and typographic logo is for use on ESB International marketing materials and by ESB International customers and partners. Satellite Centres are not allowed to use ESB International logos for their marketing purposes unless prior permission and guidance is provided in writing by ESB International.

Satellite 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 or Satellite Centres.

Where permission has been granted for a Satellite Centre to use an ESB International logo, they must not alter the ESB International logos provided in any way including (but not limited to) by changing its colours, or by distorting, skewing, stretching, tilting or angling it.



an exclusively licensed centre of

English Speaking Board (International) Ltd. 



### **SECTION THREE – ROLES AND RESPONSIBILITIES**

## Insurance and Health and Safety

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

### The Satellite Centre Approval Process

ESBinItaly are responsible for the recruitment and approval of Satellite Centres, and will follow the process outlined below:

#### Stage 1:

ESBinItaly will carry out review activities on the following documentation received from Satellite Centres:

- Invigilator Application Form (Appendix 3)
- Quality Assurance Organiser Application Form (Appendix 4)
- Oral Assessor Application Form (Appendix 5)
- Satellite Centre Application Form (Appendix 1)
- Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration (Appendix 2)
- CVs and certificates for key staff, including Invigilators, Quality Assurance Organisers and Oral Assessors

ESBinItaly will make a fair and reliable decision relating to the suitability of Satellite Centres, based on the above information

#### Stage 2:

- ESBinItaly will arrange Oral Assessor Training and Standardisation for any new Oral Assessors at the Satellite Centre, which will be delivered and quality assured by ESB International on a monthly basis.
- ESBinItaly will share access information to the training and standardisation programme with the relevant Satellite Centres and their Oral Assessors.
- A new training and standardisation resource will be provided by ESB International every term, which is three times per year: March, July and November.
- Assessors who fail standardisation will be allowed a second attempt. If they fail standardisation a second time, they cannot assess ESB International qualifications until they attend and pass training and standardisation the following term, when a new standardisation resource becomes available
- Oral Assessors are considered 'approved' once they have attended training and completed and passed standardisation activities, at which point they will receive an Assessor ID code.

**Approval:**

- Once a Satellite Centre has at least two Oral Assessors approved and they have met the Satellite Centre Application criteria in stage 1, ESBinItaly may inform a Satellite Centre that they are approved and eligible to book assessments.
- Should any Satellite Centres be identified as misleading learners in their marketing that they are an approved Satellite Centre, when the process is incomplete, this will lead to a finding of maladministration and no Satellite Centre approval will be granted

**Personnel responsible for running Assessment Sessions**

ESB International requires satellite centres of ESBinItaly to have appropriate resources to support the smooth running of and the integrity of the assessments. The Quality Assurance Organisers and Invigilators 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 Invigilators Handbook. The Quality Assurance Organisers should additionally follow the Satellite Centre Handbook covering their quality and supervisory duties. ESBinItaly will provide a copy of these handbooks to all of their satellite centres. The number of Quality Assurance Organisers and Invigilators will vary depending on the number of Learners and Assessment Room(s) within the satellite centre.

**IMPORTANT:**

The overall responsibility for the compliant delivery of ESB International assessments sits with the Head of Centre, which is the person who signs the Legal Representative Declaration Form in the Satellite Centre Application Form document (Appendix 1)

**Responsibilities of the Quality Assurance Organisers and Invigilators**

- a) The main function of the Invigilators and Quality Assurance Organisers is to ensure that the assessment is completed under the required conditions and that work is completed by the learner for whom it is submitted.
- b) It is the responsibility of the Invigilators and Quality Assurance Organiser to ensure that the Assessment Room(s) meet the expectations detailed in the Satellite Centre Handbook.
- c) It is the responsibility of the Invigilators and Quality Assurance Organiser to ensure the adherence to procedures relating to security, delivery and return of papers detailed in the Satellite Centre Handbook.
- d) The Invigilators and Quality Assurance Organiser must ensure that all reasonable adjustments are enacted as per the information provided by ESBinItaly.
- e) Any incident that means that the assessment could not be completed under the required conditions or that a learner did not complete their own work, must be recorded as an incident on an Incident Report Form (Appendix 3)
- f) The Quality Assurance Organiser should be available to be summoned by Invigilators during an assessment

### IMPORTANT

Where multiple assessment sessions are scheduled at the same time, a Quality Assurance Organiser is required, who will be available outside the rooms in case an Invigilator inside a room needs assistance.

The Invigilator is the person in the assessment room responsible for conducting a particular assessment session and supervising the Learners. The number of Invigilators in a room will depend on the number of Learners. One invigilator can observe up to a maximum of 25 learners. There must always be **two** Invigilators per **26-50** Learners in the classroom.

## Recruitment and Approval of Quality Assurance Organisers and Invigilators

The Satellite Centre is responsible for:

1. the recruitment of Quality Assurance Organisers and Invigilators.
2. booking Invigilators and Quality Assurance Organisers for the assessments
3. the remuneration of Invigilators and Quality Assurance Organisers and all costs associated.

All recruited Invigilators and Quality Assurance Organisers have to be submitted to ESBinItaly for approval. It is only when the approval is granted that they can be booked for ESB International assessments.

- When applying to become an Invigilator, the Invigilator Application Form (Appendix 3) must be submitted to ESBinItaly
- Invigilators must either be native speakers of English or else have a certificate in English proficiency equal to B2 of the Common European Framework (CEFR).
- When applying to become a Quality Assurance Organiser, the Quality Assurance Organiser Application Form (Appendix 4) must be submitted to ESBinItaly
- Quality Assurance Organisers must demonstrate an appropriate level of administrative competence within their CV and/or other supporting documentation and speak English to B2 level or have the support of a member of staff who has this level of spoken competence (in order to communicate with native speakers of English acting as Oral Assessors who may not have any knowledge of the mother tongue of the country in which the assessments are being held).
- Any potential Conflict of Interest must be reviewed prior to the appointment of a Quality Assurance Organiser and Invigilator and managed in accordance with ESB International's Conflict of Interest policy
- The CVs of the Invigilators and Quality Assurance Organisers, along with any supporting documents, e.g. certificates, must be retained for audit by ESB International. ESB International will audit a sample of Satellite Centre applications on a quarterly basis.
- Invigilators and Quality Assurance Organisers must pass a competency test to be approved

Quality Assurance Organisers and Invigilators must 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

Quality Assurance Organisers and Invigilators are to ensure;

- Assessments are conducted according to instructions
- Learners have an equal opportunity to demonstrate their abilities
- The security of the assessment before, during and after the assessment
- Prevention of possible malpractice and maladministration

Quality Assurance Organisers supervise all ESB International processes related to the delivery of the assessment. They are appointed to a position of trust. They should possess the qualities of integrity and vigilance to complete all ESB International processes in exact accordance with the Satellite Centre Handbook. They also need to ensure that Invigilators and Oral Assessors are adhering to the processes they are responsible for.

**IMPORTANT:**

Following people can be assigned to perform the role of a Quality Assurance Organiser:

- Head of Centre
- Centre Organiser/Quality Manager etc.
- Any other staff member who has got the relevant skills listed below
- A new employee designated solely for this role (more applicable for large centres running regular, high volume ESB International assessments)

## **Recruitment and Approval of Oral Assessors**

The Satellite Centre is responsible for recruiting Oral Assessors. ESBinItaly and ESB International are responsible for the approval of Oral Assessors.

- When applying to become an Oral Assessor, the Oral Assessor Application Form (Appendix 5) must be used
- The role of an Oral Assessor is to undertake the assessment of a learner's speaking and listening skills, using a particular set of criteria to make judgements as to the level of attainment a Learner has. This role requires a skilled and experienced individual who must have:
  - The English language skills of a native speaker of English or equivalent, or have a certificate in English proficiency equal to C2 of the Common European Framework
  - Extensive teaching experience at the levels B1-C2
  - Either a Cert-TESOL from Trinity or Cambridge as a minimum award (or equivalent). Any applications with other awards must be submitted to ESB International for approval
  - Experience of applying assessment criteria to learner performance, linked to CEFR levels

- Thorough knowledge of the language production expectations for levels B1-C2
- Excellent communication skills
- The ability to follow procedures as set out by ESB
- Clear diction
- A professional manner
- The ability to cope under pressure
- The willingness to undertake regular professional development
- The willingness to act on feedback to improve assessment delivery

Once an Oral Assessor's credentials have been checked by ESBinItaly and they meet the minimum requirements, they must go through the following approval process:

All Assessors (interlocutors and Assessors) will have their credentials checked by ESBinItaly. If they meet the required criteria, they must then complete an initial ESB International training and standardisation programme before being approved, as set out below:

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

- an introduction to ESB International,
- roles and responsibilities of Oral Assessors and
- Setting the Standard.

Step 2: Complete and pass standardisation activities. This includes:

- Providing Assessor and global marks for two B2 candidates
- Providing Assessor and global marks for two C1 candidates

This activity will be quality assured and marked by ESB International

#### *Attempt 1*

Step 3a: If both B2 and C1 are passed, Oral Assessors are approved and provided with an Assessor ID code and officially approved to carry out Oral assessments on behalf of ESB International. Once a Satellite Centre has at least two Oral Assessors approved and they have met the Satellite Centre Application criteria, ESBinItaly will inform a Satellite Centre that they are approved as a Satellite Centre and eligible to book assessments.

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

#### *Attempt 2*

Step 4a: If both B2 and C1 are passed, Oral Assessors are approved and provided with an Assessor ID code and officially approved to carry out Oral assessments on behalf of ESB International. Once a Satellite Centre has at least two Oral Assessors approved and they have met the Satellite Centre Application criteria, ESBinItaly may inform a Satellite Centre that they are approved as a Satellite Centre and eligible to book assessments.

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

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

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

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

## Moderation of Oral Assessors

To ensure compliance with regulators, ESB International must have in place clear and effective arrangements to undertake quality assurance of assessments that are marked by the Centre - this applies only to the Speaking section of the ESOL International, B1-C2 assessments.

To achieve this, ESB International will request a sample of recordings of the Speaking assessment each month, via ESBItaly. These will be quality assured (moderated) by ESB International trained moderators. **These are a contractual requirement of all Satellite Centres and must be submitted when requested.**

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

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

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

## Training of Staff

ESB International has developed training to ensure high standards of activity are achieved by all those involved with our assessments. ESBItaly is responsible for the provision of induction/training for Quality Assurance Organisers, Invigilators and Oral Assessors as supplied by ESB International.

- Invigilators and Quality Assurance Organisers must pass a competency test to be approved
- All Oral Assessors must complete an initial ESB International training programme before being approved

- All approved Oral Assessors must undertake the online annual ESB International standardisation activity in order to retain their registration
- Oral Assessors must attend in full one of the standardisations run by ESB International each year and pass. Failure to do so, will mean that the Oral Assessors cannot participate in the assessments for that particular year

Satellite Centres must ensure that the ESBinItaly Satellite Centre Handbook is available to all those involved with the delivery of an ESB International qualification. Quality Assurance Organisers are required to follow the processes within the Satellite Centre Handbook. In addition, staff handbooks must also be made available to relevant staff, i.e. the Invigilator's Handbook to the Invigilator's and Oral Assessor Handbook to the Oral Assessors. These handbooks must be strictly adhered to in relation to the delivery of an ESB International assessments.

## **Reasonable Adjustments and Special Considerations**

In accordance with Ofqual Conditions G6 & G7 and the ESB International Reasonable Adjustment Policy if a learner requires arrangements for reasonable adjustments, they should provide the Satellite Centre with evidence of their learning needs or medical condition. The Satellite Centre must ensure that suitably qualified personnel check that the evidence is current and relevant to the learner. (Examples of evidence could be a relevant diagnostic report or statement of learning needs or medical condition from appropriately qualified personnel.)

It is the responsibility of the Satellite Centre to apply for any Reasonable Adjustments for learners. These requests must be sent to ESBinItaly along with any supporting documentation and evidence. ESBinItaly will provide the Satellite Centre with the review outcome – rejection or approval.

The Satellite Centre must:

- know and understand reasonable adjustments and special considerations
- assess each potential learner and make justifiable and professional judgements about the learner's potential to complete the assessment successfully and achieve the qualification
- define and put in place the support that will be made available to the learner
- facilitate the range of options, including any reasonable adjustments necessary, to enable the learner to achieve across all the required assessments
- take into account the learner's normal way of working to decide the type of reasonable adjustment required for assessment. The learner must have had appropriate opportunities to practice using the access arrangement(s) before his/her first assessment
- ensure Quality Assurance Organisers, Invigilators and Oral Assessors are informed of relevant reasonable adjustments agreed prior to the assessment and apply them as required
- ensure the International Special Consideration Request Form (Appendix 12) is completed in the event of a special consideration application

### ***Definition of reasonable adjustment***

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. The key factor,

therefore, in assessing whether adjustments are required is whether the disabled learner is put at a substantial disadvantage relative to his or her non-disabled counterparts.

Consequently, the purpose of the adjustment is not to confer an unfair advantage to students with additional needs. It should remove barriers to assessment where it is reasonable to do so. The adjustment may be unique to an individual and must not affect the integrity of what needs to be assessed. A reasonable adjustment may include but is not limited to:

- Changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- Adapting assessment materials, such as providing materials in Braille
- Providing assistance during assessment, such as a sign language interpreter or a reader
- Re-organising the assessment room, such as removing visual stimuli for an autistic learner
- Changing the assessment method, for example from a written assessment to a spoken assessment
- Using assistive technology, such as screen reading or voice activated software
- Providing the mechanism to have different colour backgrounds for copying to different coloured paper for paper-based assessments
- Providing and allowing different coloured transparencies with which to view assessment papers

### Supporting learners with Reasonable Adjustments (RA) during assessments

Satellite Centres must provide support when certain Reasonable Adjustments are approved. This includes appointing key personnel to act out the role of a Copier or Scribe. These roles are defined in the table below.

RA	Reason RA is required	Role of staff supporting the learner
Transcriber (Copier)	Learner is unable to produce legible handwriting	Copies a handwritten response into the format required by the assessment (e.g. digital format or a handwritten, legible version), without making any changes to content, style, structure, grammar or spelling. They must not make any structural, grammatical or spelling changes to the answer, but may ask the learner to clarify illegible words or sections.
Scribe (Amanuensis)	Learner is unable to write their answers	Writes from speech, i.e. what the learner dictates, without making any changes. The scribe will expect the learner to spell less common words and specify punctuation and layout. They must not ask questions or write down anything that the learner does <b>not</b> dictate to them, but may ask the learner to spell less common words.

An adjustment may not be considered reasonable if it involves unreasonable costs, time

frames or it compromises the security, integrity or health and safety of the qualification. They are approved or set in place before the assessment activity takes place and cannot be made during the assessment. Where reasonable adjustments have been applied, the work produced by the learners will be assessed to the same standard as the work of other assessed learners.

### ***Definition of special consideration***

A special consideration is a post assessment adjustment to a learner's mark or grade to reflect temporary disability, illness or indisposition at or near the time of the assessment. The purpose of a special consideration is intended to assist a learner affected by a potentially wide range of difficulties, emotional or physical, which may influence performance in assessments. It cannot remove the difficulty faced by the learner. There will be situations where learners should not be entered for an assessment. Only minor adjustments can be made to the mark awarded because to do more than this would jeopardize the standard of the assessment.

## **Booking procedures**

ESBinItaly will manage assessment bookings for Satellite Centres. The Satellite Centre is responsible for booking its learners on the ESBinItaly platform.

The Quality Assurance Organiser is required to:

- book the assessment session(s) on the ESBinItaly platform with a minimum notice period of 5 business days before the date of the assessment. The session will need to indicate the timing of the assessment i.e. 10.00- 11.30.
- inform the learner of the day(s), time(s) and location(s) of the assessments
- obtain a consent form from all learners (parents/carers of young learners) for all assessments recorded for inspection/moderation purposes and provide ESBinItaly with ESB-FRM-30 Assessment Inspection Recording Consent Form for each recorded session

### **Note:**

When a Satellite Centre registers a learner on the ESBinItaly platform for an assessment:

- The learner's name MUST be spelt correctly on the ESBinItaly platform and written as they wish it to appear on the certificate.
- The correct learner's personal email address MUST be provided – the learner will receive a notification email to this address from which they can register and view their e-certificate.

## **SECTION FOUR – PAPER-BASED ASSESSMENTS**

## Assessment arrangements

### **Assessment paperwork**

There are two OMR forms which are used for each individual learner in a Satellite Centre. One is for Listening, Reading & Use of English and the other is for Speaking. There is a different OMR form for each assessment level.

It is important that all Satellite Centres have a sufficient supply of assessment materials (of '5 box' OMR forms and writing booklets) prior to the assessment dates. Using incorrect materials (i.e. photocopied or old, '4 box' version of OMR forms) will result in delays of marking and therefore delays in resulting. It will also be classed as maladministration and relevant level sanctions will be imposed.

A Satellite Centre is responsible for requesting a sufficient amount of OMR forms for their booked assessments. These should be requested from ESBinItaly. Sufficient amount of writing booklets should be downloaded from the platform and printed by the Satellite Centre.

### **Assessment rooms**

It is the responsibility of the Quality Assurance Organiser and Invigilator(s) 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. Rules and regulations for learners must be clearly displayed
- 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 English language materials that may advantage learners, e.g. wall-charts & posters
- The desk must be large enough for the learner to work comfortably
- All learners must be seated in the same direction

For the Listening, Reading, Use of English and Writing assessment rooms, these additional requirements must be met;

- A board must be available to display the Satellite Centre number, session number, qualification level and starting and finishing times of the assessment(s). All learners must be able to view this during the assessment
- Check the audio equipment prior to the assessment to ensure it is functioning properly
- Ensure the volume on audio equipment is set to the appropriate level so that it does not need to be adjusted during the assessment
- Each learner must have an individual desk
- Desks must be arranged at least 1.5m apart and in rows to prevent communication between learners
- Invigilators must be able to observe and have access to the desks of all learners
- The desk set up must allow the Invigilator(s) to walk between desks
- Pencils, pens and erasers, if provided, to be placed on desk
- A working clock must be available and visible to all learners

### ***Quality Assurance Organisers and Invigilators Responsibilities***

- The Satellite Centre must ensure that effective and clear communication channels are in operation between themselves, Quality Assurance Organisers and Invigilators throughout the assessment
- There should be at least **two Invigilators per twenty-five learners** and **one Quality Assurance Organiser per four classrooms**
- If more than one Quality Assurance Organiser is required, then another Quality Assurance Organiser may be appointed from the Invigilators' pool
- The Quality Assurance Organiser is responsible for overseeing the activities of the Invigilators
- It is the responsibility of the Quality Assurance Organiser to ensure adherence to procedures relating to security, delivery and return of papers detailed in this handbook
- The Quality Assurance Organiser must act, at all times, in accordance with this Handbook and the Invigilator Handbook. ESBinItaly will ensure all handbooks are available to every Satellite Centre.
- The Invigilators must act, at all times, in accordance with the Invigilator Handbook
- The main function of the Quality Assurance Organiser and Invigilator is to ensure that the assessment is completed under the required conditions and that work is completed by the learner for whom it is submitted
- It is the responsibility of the Quality Assurance Organiser and Invigilator to ensure that the assessment room(s) meets the expectations detailed in this handbook
- The Invigilator and Quality Assurance Organiser must ensure that all Reasonable Adjustments are enacted as per the information provided by ESBinItaly
- Any incident, that means that a learner could not complete their assessment, or that the assessment as a whole could not be completed under the required conditions, or that a learner did not complete their own work, **must** be recorded as an incident on an Incident Report Form (Appendix 11)

### **Downloading and storage of assessment materials**

- The Quality Assurance Organiser is responsible for the download of assessment papers, prompts and audio files
- Non confidential files:
  - Writing Answer Booklets
  - Seating Plan
  - Incident Report Form,
  - Satellite Centre Assessment Checklist
  - Invigilator Check Listwill be available for download from the ESBinItaly platform 24 hours before the assessment start time.
- All Question Papers, including the Oral Assessor and Candidate prompts and sounds files can only be downloaded 6 hours before the assessment. The downloaded files will be encrypted and password protected, watermarked with the Centre name and download date and time.
- The Quality Assurance Organiser must download the papers and print sufficient copies for the assessment day
- The downloaded files will be encrypted and password protected

- The assessment papers will be downloaded with date and time stamp
- The Quality Assurance Organiser ***must*** delete all downloaded assessment papers and prompts from the IT hardware after the assessments have been printed
- All audio files must be deleted by the Quality Assurance Organiser directly after the learners have left the assessment room
- After the printing of assessment papers, they will be sorted into batches for each assessment by the Quality Assurance Organiser
- All assessment papers, prompts and audio files have to be stored in a secure, locked room or other similar facility organised by the Satellite Centre prior to the assessment. A locked and secure room must be one where only the Quality Assurance Organiser has access

## Listening, Reading, Use of English and Writing assessment session

The **Invigilator** is the person in the assessment room responsible for conducting a particular assessment session in the presence of the learners. The number of Invigilators in a room will depend on the number of learners. There must always be **two** Invigilators per **twenty-five** learners in the classroom.

A Quality Assurance Organiser is required to be available outside the assessment room(s) in case an Invigilator inside a room needs assistance.

The Quality Assurance Organiser will give two envelopes to the Invigilator to take into the assessment room.

### One envelope containing:

- Attendance register
- Invigilator Check List
- Seating Plan
- Incident Report Forms
- OMR forms
- Writing answer booklets

**The second envelope** should contain the assessment papers. Please note that the Speaking assessment documentation must not be provided to the Invigilator.

The other envelope should contain the assessment papers. Please note that the Speaking assessment documentation must not be provided to the Invigilator.

The Invigilators open the envelopes and pull out the attendance register, Invigilator Check List and the Seating Plan.

The Invigilator checks the Learners' photo identification and must verify the details and photograph on the I.D card are correct and ensure the Learner sign their name on the attendance register. If an Invigilator has suspicions about identification, the Learner must be removed. Ensure that the number of Learners present and absentees tallies with the total number of Learners that were admitted to the assessment room.

The Invigilator then completes the Invigilator's Check List (Appendix 9) and the Seating Plan

(Appendix 6). The OMR forms and Writing Answer booklets can now be distributed to learners.

Prior to the start of the assessment, the Invigilator must check the audio equipment to ensure it is functioning properly and ensure the volume is set at the appropriate level so that it does not need to be adjusted during the assessment.

### ***Admitting the Learners***

- The Invigilator must check the identity of learners before they enter the assessment room
- Learners should only be admitted a maximum of ten minutes prior to the start of the assessment
- Learners arriving more than ten minutes after the starting time must not be admitted
- The Invigilator must instruct all learners to ensure that mobile phones and smart watches are turned off and placed in bags/coats or in the designated area. Bags and coats hung from chairs is not acceptable
- All bags and coats must be placed in a designated area of the room; Satellite Centres may allocate a different room

### ***Seating the Learners***

- The Invigilator must allocate each individual learner a desk
- Only bottled water, pens, pencils and erasers are permitted on learners' desks
- Ensure there are no electronic dictionaries or other unauthorised devices on desks.
- Scrap paper is not allowed
- Identification must be placed on the top left corner of the desk for the Invigilator(s) completing the register and Seating Plan– ESOL International (Appendix 6) during the assessment
- The Invigilator should check the learners' photo identification and must verify the details and photograph on the I.D card are correct and ensure the learners sign their name on the assessment register. If an Invigilator has suspicions about identification, the learner must be removed
- The Invigilator must mark any absentees clearly marked on the register as 'Absent'
- The Invigilator then completes the Invigilator's Check List and the Seating Plan.

The Invigilator in the assessment room should inform all learners before the start of the assessment of the following:

- Start and finish times of the assessment – **this information must be written on the board**
- Satellite centre number, session number and assessment level – **this information must be written on the board**
- That Learners are under Assessment Conditions and are not allowed to speak or communicate in any way with each other without risking disqualification
- That they will be disqualified if they have brought any unauthorised materials into the assessment room
- That the assessment consists of five sections: (1) Listening, (2) Reading, (3) Use of English, (4) Writing. The (5) Speaking section will be completed in a separate session

- That after the Listening section, learners can complete the remainder of the paper in any order of their choosing
- If a learner needs to use the toilet, they must raise their hand and wait for an Invigilator or Quality Assurance Organiser to escort them
- Learners who leave the assessment room unescorted will not be re-admitted into the assessment room
- The Invigilator will inform the learners that they will be given timing prompts throughout the assessment session. (When there are 30, 15 and 10 minutes remaining)
- When there are only 15 minutes remaining, no one will be allowed to leave the room until the end of the assessment

The Invigilator will now distribute the Writing answer booklets and OMR forms (Answer sheet) to each learner.

### ***Completing the OMR forms – Answer Sheets***

All required sections of the OMR form must be completed by the Learner prior to the assessment starting. The Learner should enter the Learner name, Learner number, Session number and Satellite Centre number and fill in the corresponding lozenges in the columns below. They also have to fill in the lozenge for the assessment level.

If this information has already been done by the satellite centre, check that it is correct. For example, see the following page.

Complete the mark sheets in pencil so that errors can be easily erased.

The pencil mark should be dark, heavy and completely fill the lozenge.

Prior to the assessment start time the Invigilator should guide the learners to;

- Complete the top section of the OMR forms
- Complete this in **pencil** so that errors can be easily erased
- The pencil mark should be dark, heavy and completely fill the lozenge
- The learner should enter the learner name, learner number and Satellite Centre number and fill in the corresponding lozenges in the columns below. If this has already been done by the Satellite Centre, the learner must check that it is correct
- In similar way, all required sections of the Writing Answer Booklet **must** be completed.

## LEVEL 1 (B2) ANSWER SHEET

### MARKING INSTRUCTIONS

- Mark like this 
- Use an HB pencil
- Do NOT use correction fluid/paper
- Do NOT crease or fold this sheet
- Make no stray marks
- Please do NOT tick, cross or circle

Please write your name in the box

Candidate  
name

Please DO NOT affix any labels  
to this form

LEVEL ☐ ENTRY LEVEL 3 (B1) TEST ☐ LEVEL 2 (C1) TEST  
☒ LEVEL 1 (B2) TEST ☐ LEVEL 3 (C2) TEST

CENTRE ID

0237

SESSION NUMBER

02409

CANDIDATE NUMBER

0014976

### LISTENING

#### Part 1

- 1 ☐ A ☐ B ☐ C
- 2 ☐ A ☐ B ☐ C
- 3 ☐ A ☐ B ☐ C
- 4 ☐ A ☐ B ☐ C
- 5 ☐ A ☐ B ☐ C
- 6 ☐ A ☐ B ☐ C
- 7 ☐ A ☐ B ☐ C
- 8 ☐ A ☐ B ☐ C
- 9 ☐ A ☐ B ☐ C
- 10 ☐ A ☐ B ☐ C

T= True  
F= False

#### Part 2

- 11 ☐ T ☐ F
- 12 ☐ T ☐ F
- 13 ☐ T ☐ F
- 14 ☐ T ☐ F
- 15 ☐ T ☐ F
- 16 ☐ T ☐ F
- 17 ☐ T ☐ F
- 18 ☐ T ☐ F
- 19 ☐ T ☐ F
- 20 ☐ T ☐ F

### READING

- 21 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F
- 22 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F
- 23 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F
- 24 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F
- 25 ☐ A ☐ B ☐ C ☐ D
- 26 ☐ A ☐ B ☐ C ☐ D
- 27 ☐ A ☐ B ☐ C ☐ D
- 28 ☐ A ☐ B ☐ C ☐ D
- 29 ☐ A ☐ B ☐ C ☐ D
- 30 ☐ A ☐ B ☐ C ☐ D

- 31 ☐ A ☐ B ☐ C ☐ D
- 32 ☐ A ☐ B ☐ C ☐ D
- 33 ☐ A ☐ B ☐ C ☐ D
- 34 ☐ A ☐ B ☐ C ☐ D
- 35 ☐ A ☐ B ☐ C ☐ D

### USE OF ENGLISH

#### Part 1

- 36 ☐ A ☐ B ☐ C ☐ D
- 37 ☐ A ☐ B ☐ C ☐ D
- 38 ☐ A ☐ B ☐ C ☐ D
- 39 ☐ A ☐ B ☐ C ☐ D
- 40 ☐ A ☐ B ☐ C ☐ D
- 41 ☐ A ☐ B ☐ C ☐ D
- 42 ☐ A ☐ B ☐ C ☐ D
- 43 ☐ A ☐ B ☐ C ☐ D
- 44 ☐ A ☐ B ☐ C ☐ D
- 45 ☐ A ☐ B ☐ C ☐ D

#### Part 2

- 46 ☐ A ☐ B ☐ C ☐ D
- 47 ☐ A ☐ B ☐ C ☐ D
- 48 ☐ A ☐ B ☐ C ☐ D
- 49 ☐ A ☐ B ☐ C ☐ D
- 50 ☐ A ☐ B ☐ C ☐ D
- 51 ☐ A ☐ B ☐ C ☐ D
- 52 ☐ A ☐ B ☐ C ☐ D
- 53 ☐ A ☐ B ☐ C ☐ D
- 54 ☐ A ☐ B ☐ C ☐ D
- 55 ☐ A ☐ B ☐ C ☐ D

#### Part 3

- 56 ☐ A ☐ B ☐ C ☐ D
- 57 ☐ A ☐ B ☐ C ☐ D
- 58 ☐ A ☐ B ☐ C ☐ D
- 59 ☐ A ☐ B ☐ C ☐ D
- 60 ☐ A ☐ B ☐ C ☐ D
- 61 ☐ A ☐ B ☐ C ☐ D
- 62 ☐ A ☐ B ☐ C ☐ D
- 63 ☐ A ☐ B ☐ C ☐ D
- 64 ☐ A ☐ B ☐ C ☐ D
- 65 ☐ A ☐ B ☐ C ☐ D

#### Part 4

- 66 ☐ A ☐ B ☐ C
- 67 ☐ A ☐ B ☐ C
- 68 ☐ A ☐ B ☐ C
- 69 ☐ A ☐ B ☐ C
- 70 ☐ A ☐ B ☐ C

## Assessment Papers

- The Invigilators should then open the second envelope and hand out the assessment papers to the learners. **They must be placed faced down on the desk**
- **The Invigilator should now inform the learners that assessment conditions are now in operation and failure to follow these will result in sanctions being imposed**
- Learners should provide their learner information on the front cover of the assessment papers but **do not** open it until instructed to do so

## Listening Section

- Ensure all windows (and doors if necessary) are closed for the Listening section to prevent disruption from external noise
- No Invigilator or Quality Assurance Organiser should walk around the assessment room during the Listening section
- Remind learners that nobody can leave the room during the Listening Section
- Learners **are not to open the assessment paper until instructed** to do so by the speaker on the audio file
- Learners are to write their answers on the assessment paper. They must transfer their answers onto the OMR forms at the end of the Listening Section – they are **not** given extra time at the end of the assessment to do this
- Start the listening audio and check that all learners can hear clearly. All Listening instructions from this point onwards are spoken on the audio file
- The end of the Listening Section will be announced by the speaker on the audio. Stop the audio
- Following the Listening section, learners should be reminded that they may complete the remainder of the assessment in any order they choose

During the assessment, the Invigilator will:

- Write the assessment start and finish times on the board, this must be visible to all learners
- Tell learners when they have 30, 15 and 10 minutes remaining
- When there are only 15 minutes remaining, inform the learners that no one will be allowed to leave the room until the end of the assessment
- It is not permitted for the Invigilator to read or carry out any other work for the duration of the assessment
- Monitor learners throughout the assessment by walking around the room, ***except in the Listening section where they should position themselves in place where they can see all the learners***
- Be attentive and vigilant during the assessment
- Only sit where they have a full view of the learners
- **Not leave the assessment room and assessment material unattended for any reason**
- Ensure that learners only leave the room escorted by another Invigilator or Quality Assurance Organiser. If a learner leaves the room for any reason, an Incident Report Form must be completed
- Ensure that no latecomers are permitted into the assessment room

### ***Answering Questions from Learners***

Under **no circumstances**, is an Invigilator or Quality Assurance Organiser to answer any question relating to the content of the assessment or to demonstrate how to do a particular task. If a learner asks about how to carry out a particular task, the Invigilator should refer them to the instructions for that section but must not explain any further.

### ***Finishing the Assessment – Invigilator and Quality Assurance Organiser responsibilities***

The Invigilator must ensure that the assessment finishes promptly. At the end of the assessment, the Invigilator should tell all learners:

- To put down their pens and pencils
- To remain seated
- Not to speak until they have left the assessment room

The Invigilator should then;

- Collect all Assessment Papers, Writing Answer Booklets and OMR forms
- Check that all required information has been provided on the OMR forms and Writing Answer Booklets
- **Do not allow extra time unless a reasonable adjustment/special consideration has been processed**
- No Assessment Paper or Answer papers can be taken by learners from the assessment room
- **When all papers have been collected by the Invigilator, allow learners to retrieve their personal belongings and leave the room in a quiet, orderly fashion**

### ***Collating the Papers***

- Assessment Papers, Writing Answer Booklets and OMR forms (Answer Sheets) must be counted and checked by the Invigilator
- The Invigilator must ensure that full learner details are recorded on the front of each Writing answer booklet and each OMR form
- Writing Answer Booklets should be placed in an envelope in numerical order and the number of them must be recorded on the front of each envelope. This envelope should also contain all documentation completed by the Invigilator.
- OMR forms (Answer Sheets) should be placed in another envelope in numerical order and the number of them must be recorded on the front of each envelope.
- Assessment Papers should be placed in another envelope
- Ensure that the number of learners present and absentees tallies with the total number of learners that were allocated to that assessment room
- The Invigilator must wait in the assessment room with the assessment documentation until the Quality Assurance Organiser arrives to collect the assessment papers
- At no point should the assessment papers be left unattended in the assessment room

The Quality Assurance Organiser should then re-count the Assessment Papers, Writing Answer Booklets and OMR forms (Answer Sheets) in order to ensure that;

- The number of Writing Answer Booklets and the OMR forms tallies with the number written on the outside of the envelope and the number of learners admitted according to the register
- The same number of assessment papers that were provided to the Invigilator before the assessment have been collected
- All required documentation has been completed by the Invigilator (Seating Plan, Attendance Register, Invigilator Check List and an Incident Form (if it was required)).

The Quality Assurance Organiser should then:

1. Fill out the Quality Assurance Organiser Check List (Appendix 10) for the session and add it to the envelope with the Writing Answer Booklets
2. Seal each envelope in front of the Invigilator(s) and both parties should sign them

## Oral assessment session

There must always be two Oral Assessors present for all levels of the ESB International Oral Assessments. One Oral Assessor acts as the Interlocutor and the other Oral Assessor acts as the Assessor. These roles are interchangeable and it is expected that Oral Assessors will swap roles during the course of an Oral Assessment session, and over time.

It is the Satellite Centre's responsibility to arrange the Oral Assessments' timings and pairings.

For the Speaking assessment, learners must be assessed in **pairs and in the case of an odd number, assessed in a group of three. Where possible, there should only be one group of three candidates per session and they should be assessed at the end of each session.** In very exceptional circumstances, and only with the express permission of the Quality Assurance Organiser, a single candidate can be assessed as long as a suitable '**dummy**' candidate is provided to act as a partner. The dummy candidate must be at the same level as the candidate being assessed.

### ***Assessment materials***

- The Quality Assurance Organiser at the Satellite Centre gives the Oral Assessors the secure documentation (Prompts) along with the OMR forms and the Oral Assessors must sign a form which indicates that it is now the Oral Assessors responsibility to protect the assessment content

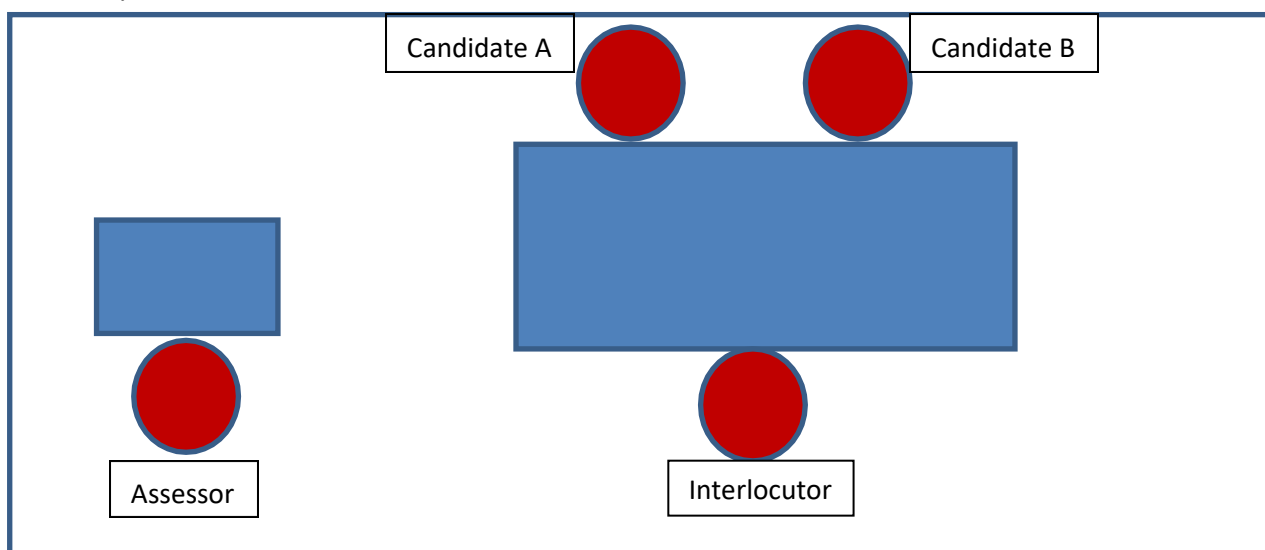
The Quality Assurance Organiser must:

- Inform Oral Assessors if they will be assessing a learner with a reasonable adjustment or special consideration
- Make available any specially modified materials, e.g. prompts in Braille
- Complete an Incident Report Form for any adverse conditions, such as excessive disruption from external noise, learner disruption
- Ensure that Oral Assessors do not conduct Speaking assessments with candidates who are known to them. If there is no possibility of swapping with another Oral Assessor in the Satellite Centre, the Assessor who knows the candidate must act in role of the Interlocutor

- Take the Oral Assessors' mobile phones, smart watches and any other electronic devices they have for safekeeping for the duration of the assessment. No personal items must be taken into the Assessment Room

### ***Oral Assessment Room Layout***

- It is the responsibility of the Quality Assurance Organiser to ensure that the Oral Assessment Room is appropriate, but if Oral Assessors feel that the size of the room, furniture, ventilation, heating, air conditioning and external noise levels are unacceptable, they are able to ask the Quality Assurance Organiser to provide an alternative assessment room
- Any posters or written materials which may assist the candidates must be removed from the Assessment Room walls prior to the assessment
- The Assessment Room should be set out by the Oral Assessors before the start of the assessment
- The Oral Assessor sits at a separate table slightly apart from the Interlocutor but able to see and hear the candidates clearly
- The table at which the Interlocutor and the candidates sit should be large enough for the candidates to be seated in comfort and to see the assessment materials easily
- Assessors should ensure that candidates are not sitting with a light shining directly into their eyes



### ***Admitting the learners***

- It is a Satellite Centre's responsibility to ensure learners registration is completed. Registration templates will be provided via the platform. Any absentees need to be clearly marked on the register as 'Absent'
- The Invigilator/Quality Assurance Organiser will check photo identification and sign in the learners outside of the Oral assessment room/s prior to the assessment. If they have suspicions about identification, the learner must be removed
- The Quality Assurance Organiser should communicate with the Oral Assessors to inform them of the learners' arrival
- All mobile phones and unauthorised materials are taken by the Invigilators and kept safe for the duration of the assessment

- Invigilators/Quality Assurance Organiser need to be present outside Oral assessment rooms to ensure the area is kept quiet
- The Quality Assurance Organiser or Invigilator should not enter the Oral assessment room; they should escort the learners to and from the Oral assessment room/s
- The Interlocutor greets the candidates and checks that the candidates have not brought any personal items into the room. If a learner declares any unauthorised items, an Invigilator should be available to collect the item(s) before the assessment begins
- The Oral Assessors should check the learners' photo identification again and must verify the details and photograph on the I.D card are correct

### ***Completing the OMR forms***

- All sections of the OMR form **must** be completed **in pencil** by the **Oral Assessor**
- The learner should not see this form

During the assessment, the Quality Assurance Organiser will:

- Be available outside the assessment rooms should any assistance be required
- Prepare the next learners to enter the assessment room
- Ensure that the environment remains quiet

### ***End of Oral assessment***

- Once the Oral assessment has ended the Interlocutor should escort the learners out of the assessment room
- The Quality Assurance Organiser should remind the learners to remain quiet if there are further assessments taking place
- The Quality Assurance Organiser should then instruct the learners to collect their belongings

### ***Collating the papers***

- The Oral Assessors should ensure that the Oral OMR forms are completed correctly in accordance with the Oral Assessors Handbook
- The Oral Assessors should count the OMR forms and place them within an envelope with the number of papers written on the envelope
- The assessment papers or prompts should **not** be given to the Invigilator(s)
- The Quality Assurance Organiser must collect the candidate and Assessors prompts from the assessment room
- At the end of the assessment, all OMR forms are handed to the Quality Assurance Organiser to be recounted in front of the Oral Assessors
- Once recounted, the OMR forms are sealed in the envelope and the Quality Assurance Organiser and Oral Assessors sign across the seal

## Security, Delivery and Return of all Assessment Papers

The Quality Assurance Organiser is responsible for ensuring that:

- All procedures for the collection of assessment papers are followed
- All assessment papers, used or unused are packed and returned to ESBinItaly on the day of the assessment
- All assessment papers are returned to ESBinItaly by a secure courier
- While papers are awaiting delivery to ESBinItaly they must be held in a locked and secure room or similar facility

Failure to follow these procedures will result in delays in results being issued and potential sanctions being imposed.

For each qualification level there should be a pack of 5 manilla envelopes sent to ESBinItaly;

**Envelope 1** for each level should contain:

- Assessment register
- Seating Plan– ESOL International (Appendix 2)
- Incident Report Forms (if used)
- Quality Assurance Organiser Check List (Appendix 10)
- Invigilator Check List
- Completed Writing Answer Booklets (sorted numerically)

**Envelope 2** for each level should contain:

- All of the OMR forms – LRU answer sheets (sorted numerically)

**Envelope 3** for each level should contain:

- All of the OMR forms – Speaking answer sheets (sorted numerically)

**Envelope 4** for each level should contain:

- Completed assessment papers

**Envelope 5** for each level should contain:

- All unused Assessment papers
- All Oral Assessor Prompts
- All Candidate Prompts

On the front of each envelope, it should clearly signify what the content is, stating the quantities of each level. The Quality Assurance Organiser must then sign and date across the seal of each envelope.

## **SECTION FIVE – ONLINE ASSESSMENTS**

## Booking procedures

ESBinItaly will manage assessment bookings for Satellite Centres. The Satellite Centre is responsible for booking its learners on the ESBinItaly platform.

The Quality Assurance Organiser is required to:

- book the assessment session(s) on the ESBinItaly platform with a minimum notice period of 5 business days before the date of the assessment. The session will need to indicate the timing of the assessment i.e. 10.00- 11.30.
- inform the learner of the day(s) and time(s) of the assessments

### **Note:**

When a Satellite Centre registers a learner on the ESBinItaly platform for an assessment:

- The learner's name MUST be spelt correctly on the ESBinItaly platform and written as they wish it to appear on the certificate.
- The correct learner's personal email address MUST be provided – the learner will receive a notification email to this address from which they can register and view their e-certificate.

All Satellite Centres must use and adhere to the below documents:

- Assessment Inspection Recording b Form (Appendix 13)
- Online Assessment Guidance for Learners (Appendix 14)
- Online Assessment Guidance for Satellite Centres (Appendix 15)
- Online Assessments DOs and DON'Ts (Appendix 16)
- Troubleshooting for learners (Appendix 17)
- Online assessment, Centre guidance, Providing technical support (Appendix 18)
- ESOL International Centre Guidance - Online Oral Assessments (Appendix 19)

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

- The Quality Assurance Organiser is required to send the booking notification. The session will need to indicate the timing of the assessment e.g. 14:00-15:30
- The Quality Assurance Organiser completes the Candidate Upload Spreadsheet and returns to ESBinItaly, which is then uploaded to the online assessment platform
- ESBinItaly will send communication to the Satellite Centre, to include:
  - Confirmation of assessment date and time
  - Assessment access details (link, candidate username and password)
  - Learner guides
  - Link to mock assessment
- The Quality Assurance Organiser forwards this information to the candidate(s)

## **Retrospective invigilation of online assessments**

Should the Satellite Centre book written online assessment sessions that are completed at the learners' premises and not directly supervised by the Satellite Centre Invigilators, ESB-SOP-10 Online Assessment Invigilation Standard Operating Procedure (Appendix 5) should be followed to ensure learners' behaviours recorded during online proctoring are reviewed and all concerns raised. The review spreadsheet template will be provided by ESBinItaly. It has to be completed for each learner reviewed and submitted to ESBinItaly for auditing purposes within 3 working days from the online assessment session date.

## **Online Oral assessments**

- ESB-FRM-30 Assessment Inspection Recording Consent Form (Appendix 13) must be completed by each Satellite Centre
- Online Oral assessments must be delivered using appropriate video conferencing software that complies with data protection law
- Recordings must be shared securely with ESB International, when requested, for moderation and quality assurance purposes
- Oral Assessors must complete OMR forms and these must be uploaded to the platform at the latest, 1 day after the written online assessment

## **SECTION SIX – RESULTS AND CERTIFICATION**

## Results and Certification

### **Resulting**

- Results will be issued to Satellite Centres by ESBinItaly
- Standard assessments - Results are to be issued by ESB International within 20 Business Days of postal receipt of completed scripts and Oral mark sheets.
- Online Fast track - Online fast track assessments results will be issued within 5 Business Days of completed assessments, including the upload of OMRs to the platform.
- ESBinItaly should then distribute the results to Satellite Centres via the online platform

### **Certificates**

- E-certificates - ESB International in the academic year 2020-2021 have brought in a policy of 'E certs first' for ESOL International assessments B1-C2. ESB International will therefore provide an electronic certificate for these learners and learners can request one free printed copy via the online e certificates portal.
- E-Certificates will be issued by ESB International within 20 Business Days of issue of results. ESB International will notify the Satellite Centres and candidates via email as soon as their e-certificates are ready to view on the e certificates portal.
- For candidates who order a printed copy of their e-certificate via the online e certificates portal, ESB International will dispatch such orders to ESBinItaly within 1 month of the candidate placing their order.
- Where a Satellite Centre requires a Replacement Certificate, they must request this via ESBinItaly

### **Administration checks and Re-marks**

- Should a Satellite Centre or learner wish to request an administration check or request a re-mark of a Writing paper, the Satellite Centre must send their requests to ESBinItaly. All requests must be sent within 14 business days of receiving the results.
- Results of re-marking will be issued to Satellite Centres by ESBinItaly

## **SECTION SEVEN – MALPRACTICE AND MALADMINISTRATION**

## Malpractice and maladministration

As an awarding body ESB International is required to follow Ofqual's General Conditions of Recognition. These apply to all the qualifications and organisations Ofqual regulate.

In order to meet these requirements ESB International developed a set of quality tools to support and monitor Satellite Centres, Oral Assessors, Quality Assurance Organisers and Invigilators to ensure they also meet and comply with these conditions whilst fulfilling their role or function.

ESB International has a defined Preventing and Managing Malpractice and Maladministration policy which must be followed by a Satellite Centre. This policy sets out ESB International's responsibilities for dealing with, investigating and managing alleged malpractice and maladministration.

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

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

If serious allegations of malpractice or maladministration made about the activities taking place at a Satellite Centre will be investigated by ESB International and a decision will be reached within 45 days. ESB International must in line with the relevant policies analyse and investigate the allegation and provide an outcome which may or may not include sanctions.

### ***Inspections & Audits***

As a Satellite Centre, you will be inspected by ESBinItaly and/ or ESB International. These inspections can be announced or unannounced. During an inspection the auditors will check the Satellite Centre's adherence to ESB International policies and handbooks. Where ESBinItaly carry out a Satellite Centre inspection, a Satellite Centre inspection report will be completed and feedback will be provided to the Satellite Centre. If during an inspection concerns are raised, sanctions may be imposed on the Satellite Centre in accordance with ESB International's Malpractice and Maladministration policy.

# **Satellite Centre Approval – Part 1**

## **Satellite Centre Application Form**

ESOL International

## Section 1: Legal Representative Declaration

---

### 1.1)

I can confirm, under my responsibility, the truthfulness of the information stated throughout this document.

I attest that I have never been involved in any case of bankruptcy due to fraud or Business management.

I can confirm that I have never been disqualified from any other Awarding Organisation due to malpractice or maladministration.

I accept that all the declarations made in this form can be verified by ESB International during the accreditation process.

I accept that it will be ESB International's unquestionable judgment to either recognise or deny the accreditation for the Institution which I represent.

I accept that incomplete, misleading or false statements will lead to revocation of Satellite Centre status.

I accept that the Satellite Centre can be subject to audit and inspection without notice by the responsible ESB Centre or ESB International.

I understand that as a satellite centre, my organisation has to adhere to the guidance set out in the Satellite Centre Handbook and that if it fails to do so, sanctions may be applied that could result in suspension or disqualification from delivering ESB International qualifications and removal of the satellite centre status.

**Full name (Print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### 1.2) Privacy Agreement for personal data handling

Pursuant to the relevant data protection law, I hereby express my consent to the treatment of my personal data for all the purposes due to the development of the activities, for the production of statistics, to receive promotional and advertising material via telephone, ordinary mail and e-mail and internet. I hereby declare to be aware that, in absence of such consent, the activation and the access to the aforementioned services will not be provided.

**Full name (Print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Section 2: Organisation Details

*The Organisation applying to become a satellite centre of English Speaking Board (International) Ltd. must comply with the minimum standards required in order to be successful. All information provided within this document will support the centre and ESB International in evaluating whether the Organisation fulfils the necessary requirements.*

### 2.1)

<b>Organisation Name</b>	
<b>Organisation Contact Name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>City</b>	
<b>Region</b>	
<b>Telephone</b>	
<b>Mobile</b>	
<b>Year of organisation</b>	
<b>Years of activity</b>	
<b>Website</b>	
<b>E-mail address</b>	
<b>Number of rooms</b>	
<b>Number of assessment rooms</b>	
<b>Number of Employees</b>	
<b>Size of Organisation (Square Metres)</b>	
<b>Legal Representative</b>	

**2.2)****Type of Organisation**

- ☐ High School      ☐ Secondary School      ☐ College      ☐ University
- ☐ Other (Please specify)

**2.3)**

Is your organisation government funded?

☐ YES      ☐ NO

*If No, what is the legal status of your organisation?*

Company status

Years of activity

Approved activities

**2.4)**

Is there sufficient parking available at the Organisation?

☐ YES      ☐ NO

**2.5)**

What type of public transport can be used to reach the Organisation?

### Section 3: Organisational Activity

#### 3.1)

Has your organisation ever been disqualified from any Awarding Organisations?

☐ YES

☐ NO

*If yes, which Awarding Organisation? Please provide further details of the reason for disqualification*

#### 3.2)

Does your organisation currently have any sanctions or suspensions imposed by another awarding organisation?

☐ YES

☐ NO

*If yes, please specify the details of your sanctions and or suspensions*

#### 3.3)

a) Is the organisation accredited with any other Awarding Organisation for delivering English Language qualifications?

☐ YES

☐ NO

*b) If yes, please specify which Awarding Organisation/s?*

#### 3.4)

a) Is the organisation accredited with any other Awarding Organisation for delivering any other qualifications?

☐ YES

☐ NO

*b) If yes, please specify what type of qualifications and for which Awarding Organisation/s?*

3.5) Does your organisation already offer any language training services?

☐ YES

☐ NO

#### 3.6)

a) Does the Organisation have more than 3 years' experience with approved activities in English language?

☐ YES

☐ NO

b) If no, does the person responsible for managing the language training services and/ or a senior-level employee have more than 3 years of experience senior level management of language qualifications?

☐ YES

☐ NO

**3.7) If your organisation already offers language training services:**

a) how many learners have been registered for language training services in the past 2 years?

b) Learners' age(s)

☐ 3-5    ☐ 6-10    ☐ 11-13    ☐ 14-18    ☐ 19-24    ☐ 25-35    ☐ 35+

c) How many teachers are involved in Language teaching activities?

d) Specify the percentage of Language learning activity hours in classroom

**3.8) Specify the percentage of Language learning activity hours outside the classroom (distance/ online learning)**

**3.9) Number of ESB International assessments planned for the first year**

Paper-based

Online

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**3.10) Number of ESB International assessments planned for the second year**

Paper-based

Online

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**3.11) If approved when would you like to start offering ESB assessments?**

**3.12) Specify the percentage of estimated assessments delivered for Adult Learners and Young Learners**

Young Learners %
Adult Learners %

**3.13) Does your organisation offer any other form of training services?**☐YES ☐

NO

*If yes, please provide full details*

--

**Section 4: Assessment Rooms**

*Please complete this section for all assessment rooms at the Organisation. If necessary, print more copies of this section*

<b>4.1</b>	Room number							
<b>4.2</b>	Size of room (Square Meters)							
<b>4.3</b>	Is the room equipped with air conditioning? (Y/N)							
<b>4.4</b>	Is the room equipped with a clock visible to all? (Y/N)							
<b>4.5</b>	Does the room have disabled access? (Y/N)							

## Section 5: Health and Safety

---

*Satellite centres are responsible for ensuring that they have adequate insurance cover for the running of the assessments at their chosen venues and that licences/permissions are obtained as necessary.*

*Please declare whether the Organisation complies with the following:*

**5.1)**

Risk Assessments in place for the activities planned?

☐ YES

☐ NO

**5.2)**

Electrical System legally compliant?

☐ YES

☐ NO

**5.3)**

Appropriate number of fire extinguishers and their proper maintenance

☐ YES

☐ NO

**5.4)**

Emergency exits warning lights properly installed

☐ YES

☐ NO

**5.5)**

Escape routes available

☐ YES

☐ NO

**5.6)**

Fire protection

☐ YES

☐ NO

**5.7)**

Health and Hygiene certification

☐ YES

☐ NO

**5.8)**

All Health and Safety regulations that apply under the law of the country which the Organisation is based in.

☐ YES

☐ NO

***Please supply evidence***

## Section 6: Quality Assurance

---

### 6.1)

Does your organisation have procedures in place to maintain and keep accurate learner records from completion of all ESB International qualifications, in accordance with data protection and legislative requirements? ***Please supply evidence***

☐ YES

☐ NO

### 6.2)

Does your organisation have systems in place to apply special consideration and reasonable adjustment? ***Please supply evidence***

☐ YES

☐ NO

### 6.3)

Does your organisation have systems in place to prevent malpractice of ESB International assessments? ***Please supply evidence***

☐ YES

☐ NO

### 6.4)

Where an incident of malpractice occurs, will your organisation notify ESB International and take all reasonable steps to assist with investigations and cooperate fully, including access to documents, records, data, staff, learners, satellite centres or any other resource?

☐ YES

☐ NO

### 6.5)

Where an incident of malpractice or maladministration occurs will your organisation agree to the application of ESB's sanctions (note there is a right of Appeal)?

☐ YES

☐ NO

### 6.6)

Has your organisation documented policies including but not limited to appeals, complaints, health and safety, malpractice and plagiarism, conflicts of interest, keeping children and vulnerable adults safe and equal opportunity? ***Please supply evidence***

☐ YES

☐ NO

☐

## Section 7: Resources

---

### 7.1)

Is there a separate area for the registration of learners?

☐ YES

☐ NO

### 7.2)

Is there a secure area where learners can store their personal belongings during the assessment?

☐ YES

☐ NO

### 7.3)

Does your organisation have the necessary level of financial, technical and staffing resources and systems necessary to support the delivery and award of ESB qualification(s)?

☐ YES

☐ NO

### 7.4)

Does your organisation adequately maintain systems and resources, including where appropriate, equipment, materials and software, to support the delivery and assessment of qualifications?

☐ YES

☐ NO

7.5) Does your organisation have relevant staff in place to fulfil the roles of:

a) Invigilator

☐ YES

☐ NO

b) Quality Assurance Organiser

☐ YES

☐ NO

c) x2 Oral Assessors

☐ YES

☐ NO

### 7.6)

Does your organisation have effective communication systems in place and induct staff to ensure they all understand and are kept up to date with the qualification specifications, and ESB International policies and procedures? **Please supply evidence**

☐ YES

☐ NO

### 7.7)

Are there systems in place to ensure the security of any assessment material(s) in respect of storage and the handling process? **Please supply evidence**

☐ YES

☐ NO

### 7.8)

Is there a locked and secure area where it is possible to store all assessment materials?

☐ YES

☐ NO

## Section 8: Photographic Evidence

---

8.1)

**Building exterior:** Please attach two external photographs of the building

8.2)

**Reception and registration area:** Please attach two photographs of this/ these area/s

8.3)

**Waiting room:** Please attach two photographs depicting the area where the learners can wait before entering the assessment room

8.4)

**Assessment rooms:** Please attach two photographs of each individual assessment room

8.5)

**Secure areas:** Please attach two photographs of each secure area (where learners' belongings can be stored and where assessment papers can be stored)

## Section 9: Review (For office use only)

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<b>Total scores achieved:</b>	
<b>Appropriate staff applications submitted, checked and approved</b>	<b>Yes / No</b>
<b>Outcome: Successful / Unsuccessful</b>	
<b><u>Note – a successful outcome of Part 1 does not allow satellite centres to start making bookings. Part 1 must be followed by Part 2 – Oral assessor training and standardisation by ESB International, before a satellite centre is approved.</u></b>	
<b><i>If unsuccessful please provide improvements required:</i></b>	
<b>Assessed by:</b>	
<b>Date:</b>	

# **Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration**

English Speaking Board (International) Ltd.  
ESOL International

## CONFIDENTIALITY AGREEMENT

- 1. Confidential Information:** English Speaking Board (International) Ltd. proposes to disclose certain parts of its confidential and proprietary information (the “Confidential Information”) to Recipient. Confidential Information shall include all data, materials, products, technology, computer programmes, specifications, manuals, business plans, software, marketing plans, financial information and other material disclosed or submitted, orally, in writing or by any other media to Recipient by ESB International.
- 2. Recipient’s Obligations:** Recipient agrees that the Confidential Information is to be considered confidential and proprietary to ESB International and Recipient shall hold the same in confidence, shall not use the Confidential Information other than for the purposes of its business with ESB International and shall disclose it solely to its officers, directors or employees with a specific need to know. Recipient will not disclose, publish or otherwise reveal any of the Confidential Information received from ESB International to any other party whatsoever except with the specific prior written authorisation from ESB International. Confidential Information furnished in tangible form shall not be replicated by Recipient except for purposes of this Agreement. Upon the request of ESB International, Recipient shall return all Confidential Information received in written or tangible form, including copies, or reproductions or other media containing such Confidential Information, within five (5) days of such request.
- 3. Term:** The obligations of the Recipient herein shall be effective from the date ESB International discloses any Confidential Information to Recipient pursuant to this Agreement. The obligations in this Agreement with respect to Confidential Information disclosed during such period shall survive any termination of this Agreement and shall continue for a period of four (4) years following termination of this contract.

Further, the obligation not to disclose shall not be affected by bankruptcy, receivership, assignment, attachment or seizure procedures, whether initiated by or against Recipient, nor by the rejection of any agreement between ESB International and Recipient, by a trustee of Recipient in bankruptcy, or by the Recipient as a debtor in possession or the equivalent of any of the foregoing under local law.
- 4.** If after one year from the time the Recipient is last employed by ESB International he/she tutors on ESB International assessment preparation courses, the Recipient cannot discuss or use, in whole or in part, any training or development material that he/she received while training or scoring the ESB International Assessments other than public information that he/she is able to find on the ESB International website.
- 5.** If the Recipient teaches a workshop for educators, he/she may use the ESB website as a reference, however, he/she may not discuss any additional information learned while training or scoring the ESB Assessments as this would violate the confidentiality agreement.
- 6.** If the Recipient is currently teaching, he/she may discuss the information on the ESB International website, as long as this is part of his/her regular job responsibilities at the school, and he/she is not receiving any additional pay. The Recipient may tutor writing, speaking, reading and listening skills on a for profit basis while employed as an assessor or item writer with ESB International, but may not use in whole or in part any specific ESB International training materials. The Recipient may not discuss any additional information learned while training or scoring the ESB International assessment as this would violate the confidentiality agreement.

7. The Recipient that has had access to confidential assessment materials in relation to a particular qualification is required to apply in writing for the permission of ESB International before providing, endorsing or attending any Teacher training events in respect of that qualification. ESB International will only give permission where doing so would not lead to prohibited training taking place.

8. **Other Information:** Recipient shall have no obligation under this Agreement with respect to Confidential Information which

- is or becomes publicly available without breach of this Agreement by Recipient;
- is rightfully received by Recipient without obligations of confidentiality;
- or is developed by Recipient without breach of this Agreement;

Provided, however, such Confidential Information shall not be disclosed until thirty (30) days after written notice of intent to disclose is given to ESB International along with the asserted grounds for disclosure.

9. **No Licence:** Nothing contained herein shall be construed as granting or conferring any rights by licence or otherwise in any Confidential Information. It is understood and agreed that neither party solicits any change in the organisation, business practice, service or products of the other party, and that the disclosure of Confidential Information shall not be construed as evidencing any intent by a party to purchase any products or services of the other party nor as an encouragement to expend funds in development or research efforts.

Confidential Information may pertain to prospective or unannounced products. Recipient agrees not to use any Confidential Information as a basis upon which to develop or have a third party develop a competing or similar product.

10. **No Publicity:** Recipient agrees not to disclose the existence or terms and conditions of the Agreement.

11. **Remedies:** The Recipient acknowledges and agrees that any violation or threatened violation of this Agreement will cause irreparable harm to ESB International and that ESB International shall be entitled to injunctive relief in addition to all legal rights or remedies, as well as to be indemnified by the Recipient for all positive or negative losses sustained.

12. **Governing Law and Jurisdiction:** This agreement shall be governed by the law of the country which the Establishment is based in. For any disputes arising out of this Agreement, each party consents to the personal and exclusive jurisdiction and venue of the state courts of the country which the Establishment is based in.

## CONFLICT OF INTEREST

### Scope

This applies to all Satellite Centre staff, Quality Assurance Organisers, Invigilators and Oral Assessors.

## Fiduciary Responsibilities

ESB International serve the public trust and are required to fulfil their responsibilities with care and loyalty. All decisions and actions of the board are to be made for the sole purpose of advancing the best interests of the institution and all stakeholders. The integrity of ESB International must be protected at all times, and the fiduciary relationship of officers, employees, and other representatives to ESB International must be respected in both actuality and appearance.

A conflict of interest exists when ESB International representative's direct or indirect personal interests are inconsistent with or interfere in any way with the best interests of ESB International.

Through this policy, ESB International intends to implement the highest possible ethical standards and to establish that ESB International will not tolerate conflicts of interest. The Board will administer this policy strictly, with complete transparency, and in accordance with the following principles:

- Officers (for purposes of this policy, the directors) and senior level administrative/managerial employees (e.g. Assessors, Interlocutors) agree to refrain from participating in ESB International decision making procedure involving any learners they might have a conflict of interest with, members of their immediate family or organisations, except to respond to questions or to provide further information.
- Testing staff (Assessors, Interlocutors, Invigilators) who have a conflict of interest with a learner taking an ESB International assessment must immediately disclose any possible conflict of interest to be reviewed.
- Any proposed business or financial relationship between ESB International and an employee or other representative, or a member of his or her immediate family, or any entity with which the employee or other representative or a member of his or her immediate family is affiliated, is subject to the prior review and approval of a Compliance Committee. The relationship must be thoroughly reviewed and considered by the Compliance Committee and clear procedures to limit any potential conflict of interests.
- Any officer, employee, or other representative who has a personal participation in outside organizations shall disclose such participation for conflict of interest (including conflict of duty and loyalty) assessment in the **Conflict of Interest Declaration Form**.

## Procedures

Effective implementation of this policy requires, first, the full disclosure of individual interests that might conflict with the best interests of ESB International. Second, the interested officer, employee or other representative must refrain from participating in ESB International decision making with respect to any transaction or relationship in which he or she is interested. Finally, an independent determination must be made that the transaction or relationship meets the applicable standard and should be entered into or continued.

### a) Disclosure

All officers, selected employees and other representatives are required to disclose the information requested on the **Conflict of Interest Declaration Form** including any business or financial relationship they or members of their immediate families have or propose to have with ESB International, either directly or through another entity in which they have a significant interest. The declaration form is to be filed by all officers, and senior level administrative/managerial employees at initial hire; an amended form must be filed (by all employees) promptly in the event of a material change in circumstances. All officers or employees shall provide advance written disclosure of any proposed business or financial relationship covered by this policy to the Compliance Committee.

The following guidelines are provided to help officers, employees, and other representatives determine whether a relationship should be disclosed:

- A business or financial relationship includes the sale or acquisition of goods, property, or services; the commitment of resources to a common venture; or, in the case of a member of one's immediate family, an employment relationship. It does not include attending ESB International exam preparation courses as a student.
- A member of one's immediate family means (1) a spouse; (2) a child, grandchild, parent, grandparent, sibling, uncle, aunt, nephew, or niece, or the spouse of any such person; (3) a person having a step relationship described in (2) above; (4) a parent in-law or a brother or sister in-law; or (5) any other person who resides in the same household as the officer, or employee.
- A significant interest in another entity includes service as a director, partner, or management level employee; the actual or beneficial ownership of more than 5% of the entity; or a compensation arrangement that is dependent upon a business or financial relationship with ESB International.

The foregoing guidelines are not intended to be exclusive; other relationships or interests that might conflict with the best interests of ESB International should also be disclosed. If an officer, employee, or other representative is uncertain whether to disclose a particular business or financial relationship, the Compliance Committee should be consulted.

#### **b) Restraint on Participation**

Officers, employees, and other representatives who have disclosed a potential conflict of interest shall refrain from participating in ESB International's consideration of any proposed learner, business or financial relationship in which he or she is interested, except to respond to questions or to provide further information. If a transaction or relationship requires a vote, the interested party should not be present at the time of the vote.

## Declarations from Head of Satellite Centre

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date)\_\_\_\_/\_\_\_\_/\_\_\_\_ between ESBin\_\_\_\_  
and (full name of the Recipient)\_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

Satellite Centre full name and ID: \_\_\_\_\_

*I declare that I have read the "Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration", and that I understand all implications and agree to it in its entirety.*

*I accept that it will be ESB International's unquestionable judgment to either recognise or deny the accreditation for the Institution which I represent.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### SATELLITE CENTRE HANDBOOK

*I declare that I have read the "Satellite Centre Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Declarations from Quality Assurance Organiser

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date)\_\_\_\_/\_\_\_\_/\_\_\_\_ between the Satellite Centre  
\_\_\_\_ IT- \_\_\_\_ and (full name of the Recipient) \_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

*I declare that I have read the "Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration", and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### SATELLITE CENTRE HANDBOOK

*I declare that I have read the "Satellite Centre Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Declarations from Oral Assessor

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date) \_\_\_\_/\_\_\_\_/\_\_\_\_ between the Satellite Centre  
\_\_\_\_ IT- \_\_\_\_ and (full name of the Recipient) \_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

*I declare that I have read the "Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration", and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### ORAL ASSESSOR HANDBOOK

*I declare that I have read the "Oral Assessor Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Declarations from Invigilator

### CONFIDENTIALITY & CONFLICT OF INTEREST AGREEMENT

This agreement made as of the (date) \_\_\_\_/\_\_\_\_/\_\_\_\_ between the Satellite Centre  
\_\_\_\_ IT- \_\_\_\_ and (full name of the Recipient) \_\_\_\_\_

Born in: \_\_\_\_\_ Resident in: \_\_\_\_\_

*I declare that I have read the "Satellite Centre Confidentiality Agreement & Conflict of Interest Declaration", and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### SATELLITE CENTRE HANDBOOK

*I declare that I have read the "Invigilator Handbook" and that I understand all implications and agree to it in its entirety.*

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Invigilator Application Form

Repeat for each Invigilator to be accredited.

### Invigilators must demonstrate:

- Linguistic competence of B2 Level as a minimum
- 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

**MANDATORY - Please attach a copy of your Cv, ID, photo ID, references and B2 language certificates**

Full name			
Occupation			
Native speaker of			
Non Native speaker level			
Formal Education	<input type="radio"/> A Level standard <input type="radio"/> PHD	<input type="radio"/> Degree <input type="radio"/> CELTA/ TEFL/ TESOL/ ESOL	<input type="radio"/> Masters <input type="radio"/> Other (Please specify)

### Declaration

- I consent to ESB International seeking and receiving relevant information held by other assessment boards regarding my performance as well as giving consent to ESB International to disclose such information should any other assessment board make a request for a relevant reason.
- I understand that all information provided by me, including my CV, will be held by ESB International to be used for the purpose of evaluating my qualifications, experience and suitability for employment (the role of Invigilator).
- I declare that the information I have supplied is given voluntarily and is, to the best of my knowledge, true, accurate and complete in all respects.
- I declare that I have a clean criminal record and I am not facing any charges against me.
- I understand that if I withhold relevant information or supply false or misleading information, my application may not be further considered.
- I understand that my employment may be terminated if, after investigation, ESB International discovers that any information I have provided is incomplete, false or misleading.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Quality Assurance Organiser Application Form

Repeat for each Quality Assurance Organiser to be accredited.

### Quality Assurance Organisers must demonstrate:

- Linguistic competence of B2 Level as a minimum (or IELTS 5.5, CSE Level 5, CET Grade 4)
- 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

**MANDATORY - Please attach a copy of your Cv, ID, photo ID, references and B2 language certificates**

<b>Full name</b>			
<b>Current Occupation</b>			
<b>Native speaker of</b>			
<b>Non Native speaker level</b>			
<b>Formal Education</b>	<input type="radio"/> A Level standard	<input type="radio"/> Degree	<input type="radio"/> Masters
	<input type="radio"/> PHD	<input type="radio"/> CELTA/ TEFL/ TESOL/ ESOL	<input type="radio"/> Other (Please specify)
<b>Teaching Experience</b>	<input type="radio"/> 0-2 years	<input type="radio"/> 3-5 years	<input type="radio"/> 5+ years
<b>Assessment Experience</b>	Awarding body:		
	No of years:	Level(s):	
<b>Assessment Administration/ Management Experience</b>	Awarding organisation:		
	No of years:	Level(s):	

### Declaration

- I consent to ESB International seeking and receiving relevant information held by other assessment boards regarding my performance as well as giving consent to ESB International to disclose such information should any other assessment board make a request for a relevant reason.
- I understand that all information provided by me, including my CV, will be held by ESB International to be used for the purpose of evaluating my qualifications, experience and suitability for employment (the role of Quality Assurance Organiser).
- I declare that the information I have supplied is given voluntarily and is, to the best of my knowledge, true, accurate and complete in all respects.
- I declare that I have a clean criminal record and I am not facing any charges against me.
- I understand that if I withhold relevant information or supply false or misleading information, my application may not be further considered.
- I understand that my employment may be terminated if, after investigation, ESB International discovers that any information I have provided is incomplete, false or misleading.

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Oral Assessor Application Form

Repeat for each Oral Assessor to be accredited.

The language competences required are:

- Either native English speaker or have the linguistic competences of a native speaker (Level C2).
- Teaching experience confirmed by a Cert-TESOL either from Trinity or Cambridge as a minimum award (or equivalent). Please note that any applications with other awards will be submitted to ESB International for approval.

**MANDATORY - Please attach a copy of your Cv, ID, photo ID, references and C2 language certificates**

<b>Full name</b>			
<b>Occupation</b>			
<b>Native speaker of</b>			
<b>Non Native speaker level of English - evidence attached</b>			
<b>Formal Education evidence attached</b>	<input type="radio"/> A Level standard	<input type="radio"/> Degree	<input type="radio"/> Masters
	<input type="radio"/> PHD	<input type="radio"/> CELTA/ TEFL/ TESOL/ ESOL	<input type="radio"/> DELTA/ Dip
<b>Teaching Experience Details of schools</b>	<input type="radio"/> 0-2 years	<input type="radio"/> 3-5 years	<input type="radio"/> 5+ years
<b>Assessment Experience</b>	Awarding body:		
	No of years:	Level(s):	

### Declaration

- I consent to ESB International seeking and receiving relevant information held by other assessment boards regarding my performance as well as giving consent to ESB International to disclose such information should any other assessment board make a request for a relevant reason.
- I understand that all information provided by me, including my CV, will be held by ESB International to be used for the purpose of evaluating my qualifications, experience and suitability for employment (the role of Oral Assessor).
- I declare that the information I have supplied is given voluntarily and is, to the best of my knowledge, true, accurate and complete in all respects.
- I declare that I have a clean criminal record and I am not facing any charges against me.
- I understand that if I withhold relevant information or supply false or misleading information, my application may not be further considered.
- I understand that my employment may be terminated if, after investigation, ESB International discovers that any information I have provided is incomplete, false or misleading.
- I understand that I must attend New Assessor Training and complete and pass standardisation before I can assess ESB International qualifications.
- I understand that I must attend Annual Training and complete and pass standardisation to maintain my status as an oral assessor.
- I understand that, once approved, I may be asked for my assessments to be moderated by ESB International and give consent for recordings to be submitted to ESB International for these purposes.
- I understand that, once approved, I must adhere to the guidance set out in the Oral Assessor Handbook.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Seating Plan – ESOL International

Please indicate the front of the room, doors and windows. Write the candidate's number in each of the cells in the grid below matching the seating plan of the room:


# WARNING



**NO** unauthorised items in the examination room. Including:

**NO** mobile phones

**NO** watches/smartwatches

**NO** technology with communication storage

**NO** unauthorised notes or revision materials

If you have any unauthorised items, you could be

# DISQUALIFIED

**INVIGILATOR'S CHECKLIST**

Session ID \_\_\_\_\_ Level \_\_\_\_\_ Date \_\_\_\_\_

*Please tick all boxes which are applicable.*

**Prior to the assessment**

- ☐ Clear signs have been displayed outside the Assessment Room(s) ("No mobile phones", "Assessment in progress", "Assessment Rules")
- ☐ A copy of the Invigilator Handbook is available for all Invigilators
- ☐ Material that may advantage learners (English posters, grammar rules, etc.) has been removed from the walls
- ☐ All desks face the same direction (at least 1.5m apart)
- ☐ All Learners' mobile phones have been turned off and placed with all their personal belongings, in a designated area
- ☐ A working clock is available and visible to all learners
- ☐ All learners have signed the Attendance Register
- ☐ The details and photograph on all learners' ID cards have been verified
- ☐ The Seating Plan for the assessment has been completed
- ☐ All Optical Mark Forms have been completed correctly with learner's name and number, satellite centre and session number

**During the assessment**

- ☐ The Satellite Centre ID Code & the assessment start and finish times are clearly displayed to learners
- ☐ All learners have Optical Mark Forms and Writing Answer Booklets on the desks
- ☐ No watches and/or smart watches have entered the assessment room
- ☐ No coats or bags are on the chairs and the desks are free of pencil cases, electronic dictionaries and other unauthorised items

**After the assessment**

- ☐ The Seating Plan for the assessment has been completed
- ☐ Any learners who left the assessment room temporarily have been accompanied
- ☐ No unauthorised person entered the assessment room
- ☐ The Invigilator had to leave the room during the assessment and they have been replaced by another Invigilator
- ☐ The Invigilator warned the learners of timings (30/15/10 minutes prior the end of the assessment)
- ☐ The Invigilator has counted and collected all assessment papers at the end of the assessment
- ☐ An Incident (affecting learners and/or assessment conditions) has occurred during the assessment and it has been recorded on an Incident Report Form.

Invigilator's name (Print) .....

Signature .....

Date: .....

## QUALITY ASSURANCE ORGANISER CHECK LIST

Session ID \_\_\_\_\_ Level \_\_\_\_\_ Date \_\_\_\_\_

*At the end of the assessment please tick all boxes which are applicable.*

- ☐ The assessment documentation and audio files downloaded from the platform have been deleted from the computer/s
- ☐ All candidates who left the assessment room have been escorted
- ☐ The absentees have been notified on the platform and on the Assessment register
- ☐ The Quality Assurance Organiser ensured that all reasonable adjustments were enacted accordingly
- ☐ The following material has been collated:
  - Exam Register
  - Seating Plan
  - Invigilator's Check List
  - N. \_\_\_\_\_ Writing Answer Booklet
  - N. \_\_\_\_\_ Answer Sheet
  - N. \_\_\_\_\_ Speaking Test
- ☐ Before sealing the assessment material, the Quality Assurance Organiser has recounted all assessment papers and verified that all additional documents have been included
- ☐ All unused copies of the assessment papers have been collected by the Quality Assurance Organiser
- ☐ All marks on the speaking Optical Mark Forms have been completed by the Oral Assessors
- ☐ All of the assessment material collected has been locked in a place where only the Quality Assurance Coordinator is allowed to access
- ☐ The Invigilator's performance inside the assessment room has been supervised and an issue occurred (specify the issues on a separate document and attach)
- ☐ The Quality Assurance Organiser has constantly acted in accordance with the ESBinItaly Satellite Centre Handbook (a copy of the Satellite Centre Handbook is available at the Satellite Centre)
- ☐ The Quality Assurance Organiser ensured that the Assessment Room/s meet/s the expectations detailed in the Satellite Centre Handbook
- ☐ The Quality Assurance Organiser ensured adherence to all procedures relating to security, delivery and return of papers detailed in the Satellite Centre Handbook
- ☐ An Incident (affecting learners and/or assessment conditions) has occurred during the assessment and it has been recorded on an Incident Report Form.

Quality Assurance Organiser name (*Print*) .....

Signature .....

Date: .....

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

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

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

Nature of incident
--------------------

### Section 3: Learners Affected

---

Were any learners affected by the incident?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes – List affected learners' names (& IDs below)		
If Yes – Explain how learner(s) were affected		

Was the incident resolved at the time of the assessment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes – Explain how the matter was resolved		

### Section 4: Declaration

---

<b>Incident Report Form completed by:</b>
Name (please print): _____
Signature: _____
Position: _____
Date: _____

**ESOL INTERNATIONAL SPECIAL CONSIDERATION REQUEST FORM**

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

**Section 1: Satellite Centre details**

Satellite Centre Name			
Satellite Centre ID			
Quality Assurance Organiser Name			
Position		Contact no.	

**Section 2: Learner details**

Learner name		Learner number	
Qualification title/ Level		Date of assessment	

**Section 3: Reason for request**

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

Summary of any supporting documentation	Certificate/statement attached (copy) - Yes / No
---	--

**Section 5: Declaration**

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

Quality Assurance Organiser Signature		Date	
Any further action required? <i>(This may include transfer to a later assessment session if appropriate)</i>			

Please note: In making the declaration the Satellite Centre is agreeing to retain a copy of this document and any original certification/ documentation related to this for three months from the date of assessment.

## Assessment Inspection Recording Consent Form

As part of our Quality Assurance processes at English Speaking Board (International) Ltd., a number of assessments are required to be video recorded for inspection purposes. It is the responsibility of the Satellite Centre to obtain the permission from all adult learners and a parent/guardian of all learners under the age of 18 within the recorded session. (Please note that some of the footage may be used for our staff training).

ESB International will retain personal data for no longer than is necessary in line with our Data Protection Policy. What is necessary will depend on the circumstances of each case, taking into account the reasons that the personal data was obtained, but should be determined in a manner consistent with our data retention guidelines.

<i>Satellite Centre name</i>	
<i>Satellite Centre ID</i>	
<i>Invigilator name(s)</i>	
<i>Quality Assurance Organiser name(s)</i>	
<i>Date of Assessment</i>	
<i>Time of Assessment</i>	
<i>Level of Assessment</i>	

When signing this agreement, you are agreeing to all information within this document and confirming that permission has been granted by all adult learners and a parent/ guardian of all learners under the age of 18 within the above listed assessment session to be video recorded during the assessment.

Quality Assurance Organiser name (*Print*) \_\_\_\_\_

Quality Assurance Organiser Signature \_\_\_\_\_

Date \_\_\_\_\_

# Online assessment

## Learner guidance

### Contents

<b>Minimum System Requirements .....</b>	<b>2</b>
<b>Prior to your assessment .....</b>	<b>3</b>
<b>Accessing your assessment.....</b>	<b>4</b>
<b>Completing the assessment.....</b>	<b>8</b>

## Minimum System Requirements

Please ensure you check your system requirements prior to taking an online assessment. They should meet the minimum requirements set out below.

**NOTE – Tablets and smart phones CANNOT be used to take online assessments.**

	Windows	Mac	Linux	Chrome OS
<b>Operating System</b>	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
<b>Processor</b>	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
<b>Free Disk Space</b>	250 MB	250 MB	250 MB	250 MB
<b>Free RAM</b>	2 GB <sup>1</sup>	2 GB <sup>1</sup>	2 GB <sup>1</sup>	1 GB <sup>1</sup>
<b>Upload Speed</b>	0.092 Mbps - 0.244 Mbps <sup>2</sup>			
<b>Microphone</b>	Any Microphone, either internal or external <sup>3</sup>			
<b>Webcam</b>	320x240 VGA resolution (minimum) internal or external <sup>3</sup>			
<b>Screen resolution</b>	1280x800			
<b>Web browsers</b>	<b>Please ensure you are using Google Chrome as your web browser. This should be downloaded and installed prior to your assessment if you do not already have it.</b>			
<b>Internet connection</b>	Average Internet Speed of 1 MBps per candidate			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

## Prior to your assessment

Before you log in to access your assessment, you need to ensure your assessment environment is set-up under exam conditions and you are fully prepared to take your assessment. This includes:

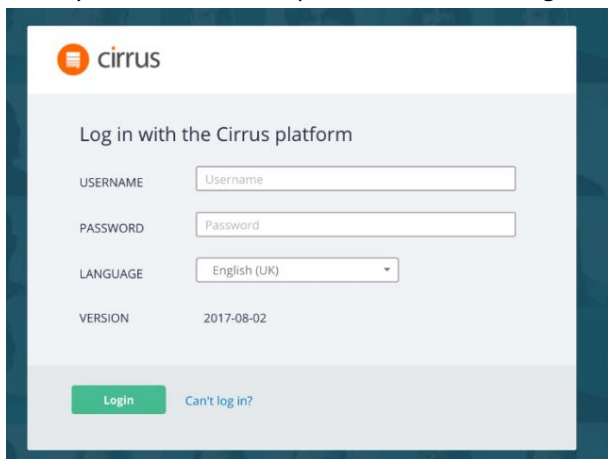
1. Remove any notes or learner manuals from access
2. Remove any smart phones, tablets or other devices from access
3. Ensure nobody is in the room or plans to enter the room during your assessment  
**Note** - this is for home-based assessment only. Separate guidelines apply to online assessments taking place in a centre, where the assessment coordinator will be responsible for this)
4. Ensure your laptop or PC is charged or charging
5. Install and set-up Google Chrome as your default web browser
6. Shut down any opened windows or other applications on your laptop or PC
7. Ensure you have your ID card ready to show to the camera

**NOTE – Proctorio, the remote invigilation software will need to gain access to your microphone and camera to be able to observe you taking your assessment. This involves:**

- **Showing your exam environment by rotating the camera around the room.**
- **Artificial intelligence (AI) software will record you taking your assessment and produce a report. Anything behaviour considered ‘suspicious’ will be flagged and checked as part of ESB International’s quality assurance process. Examples of suspicious behaviour would include:**
  - **Looking away from the assessment screen continuously and/ or for prolonged periods of time.**
  - **Increased audio output picked up by your microphone.**
  - **Moving away from the assessment environment.**

## Accessing your assessment

1. Click on the link provided by your centre to access your assessment
2. Enter your username and password and click 'login'

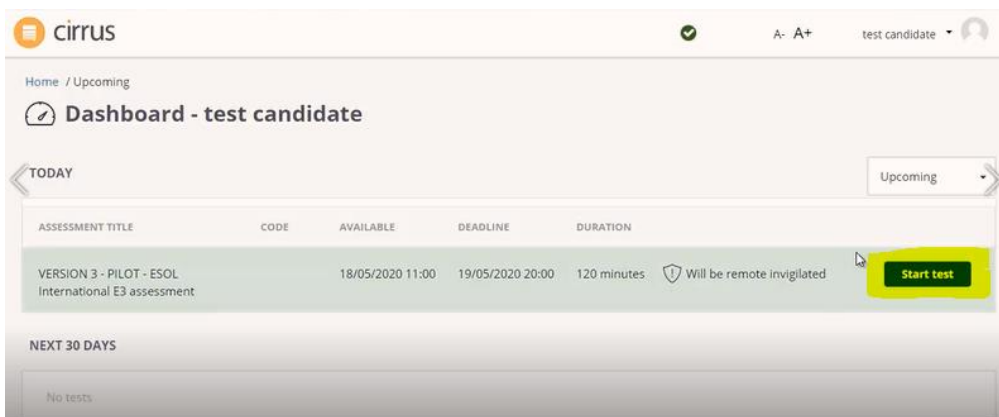


The screenshot shows the Cirrus login interface. At the top left is the Cirrus logo. Below it, the text 'Log in with the Cirrus platform' is displayed. There are three input fields: 'USERNAME' with a placeholder 'Username', 'PASSWORD' with a placeholder 'Password', and 'LANGUAGE' with a dropdown menu showing 'English (UK)'. Below these fields, the 'VERSION' is listed as '2017-08-02'. At the bottom, there is a green 'Login' button and a blue link 'Can't log in?'.

Note - If you do not know your password, you can click on 'Can't log in?'. Upon entering your username an email will be sent with password reset link.

**Warning on password reset during exams:** During an exam there typically is no option to check your email. In this case an Invigilator or Admin in Cirrus can reset your password. Please check with your assessment provider.

3. You will then see your dashboard, which will show any upcoming assessments. Click on 'start test' to begin.

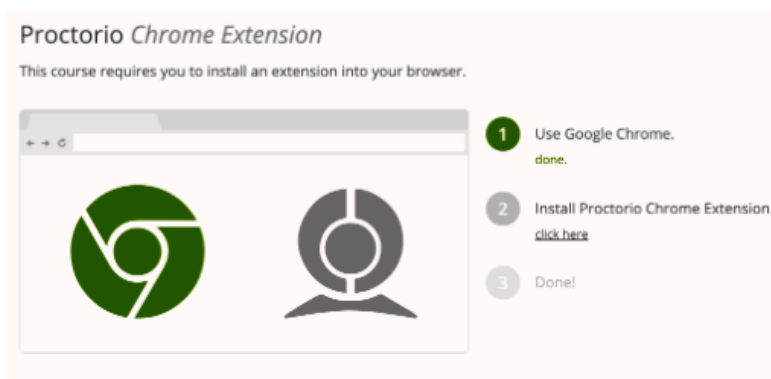


The screenshot shows the Cirrus dashboard for a test candidate. The top navigation bar includes the Cirrus logo, a green checkmark, 'A- A+', 'test candidate', and a user profile icon. Below the navigation bar, the breadcrumb 'Home / Upcoming' is shown, followed by the title 'Dashboard - test candidate'. A 'TODAY' tab is selected, with an 'Upcoming' tab also visible. A table lists upcoming assessments:

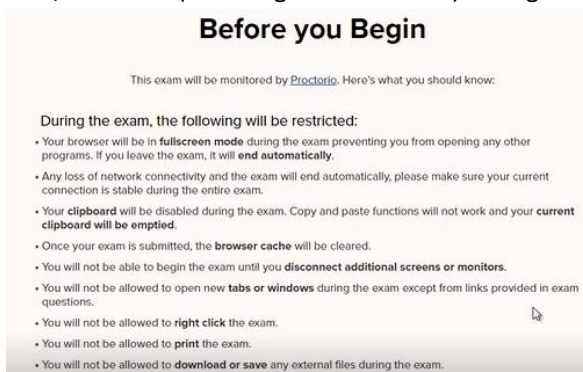
ASSESSMENT TITLE	CODE	AVAILABLE	DEADLINE	DURATION	
VERSION 3 - PILOT - ESOL International E3 assessment		18/05/2020 11:00	19/05/2020 20:00	120 minutes	Will be remote invigilated

A green 'Start test' button is highlighted next to the assessment row. Below the table, a section titled 'NEXT 30 DAYS' shows 'No tests'.

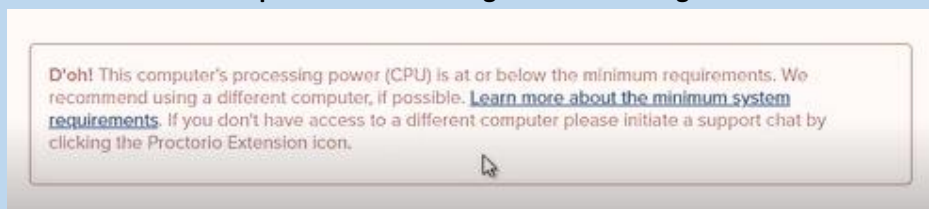
4. A new tab will open, which will ask you to install the Proctorio extension – follow the instructions on the screen to do this.



5. Next you will be taken to a page with a set of instructions. Please ensure you read these carefully and follow the instructions on the screen. It may ask you to close any open browser tabs/ windows (including the Cirrus one) during this stage.



**NOTE – You may receive a message warning that your computer's processing power is below the minimum requirements. Please ignore this message and continue as normal.**

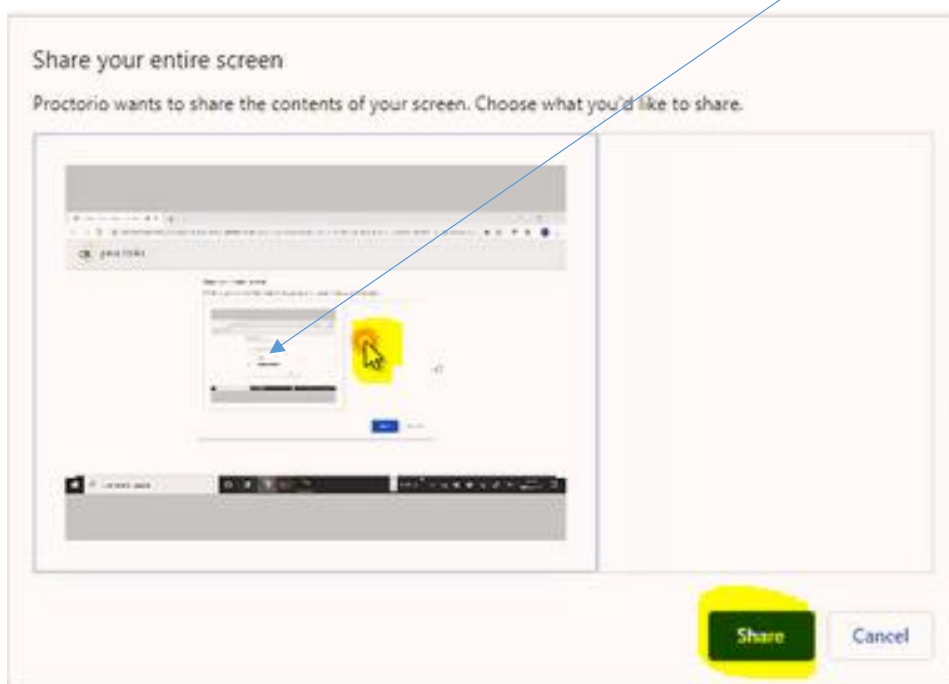


- Click on 'start pre-exam checks' at the bottom of the screen This will take you to the diagnostics page, where Proctorio will test your camera, microphone, connection and desktop. Please allow a few minutes for this process.

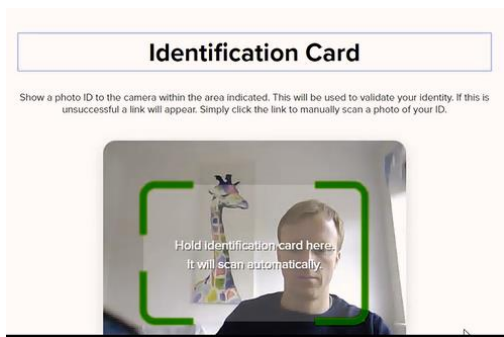
**Note – please remove any headphones as the system checks will not allow these.**



- You will then be asked to select the screen you wish to share. Click on the screen and select 'share'.




- After clicking 'Next' you will be asked to show your ID to the screen, you may need to move this around until your camera can capture it.



9. After taking a still image, you will be asked to read and sign an agreement, then click 'accept'.

*By clicking "I agree" I represent and warrant that I, test candidate, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services. If I am under 18, I understand that my parent must sign the agreement below and that by signing, my parent or legal guardian is providing express consent to access the Services, which includes the collection of my information as described in the privacy policy. Sign the agreement below to begin the exam.*



Clear
test candidate

Accept

10. Click on 'start scan'. and move your camera around the room so it can capture all angles of your assessment environment. Once you have finished, click 'done'.



## Completing the assessment

1. You will then be taken to the welcome screen to start your assessment. Scroll down and read through the information. When you are ready to begin, click on 'Start Assessment' at the bottom of the page.

Total time allowed: 2 hours. You should attempt all sections of this assessment.  
The use of dictionaries, notes or any electronic device is not permitted.  
You must complete the Listening section first. You may complete the other sections of the assessment in any order. Click on **Next** to move to the next page and on **Previous** to go back. Click on **Overview** to check your progress. If you want to leave a question and go back to it later, click on **Flag**.  
Click on **Start assessment** when you are ready to begin.

✓ Your browser has been approved.

### DETAILS

Number of questions:	12	Duration:	120 minutes
Schedule start:	18/05/2020 11:00	Schedule deadline:	19/05/2020 20:00
Attempt:	1 of 1	Max score:	100
Which attempts counts:	Last attempt	Percentage for pass mark:	48.5 %

Start Assessment

2. In each section, you will see a split screen with instructions on the left, questions and answers on the right and buttons at the bottom.

### VERSION 4 - PILOT - ESOL International E3 assessment

#### LISTENING (PART ONE)

You will hear people talking in ten different situations.

For questions 1 – 10, click on the correct answer A, B or C. You can change your answer if you want to. If you click on **Clear answer**, you will delete all the answers in this section.

You will hear each passage **TWICE**.

You may only listen to the audio recording once and you may not pause it any point.

When you are ready, click on the audio below.

▶ 0:00 / 20:24 🔊 ⋮

#### QUESTION 1

QUESTION 1 of 12

1. Why does Richard think he will NOT be chosen for the football team?

- ☐ He does not have enough time to play.
- ☐ He has injured his knee recently.
- ☐ He is not as good as the other boys.

2. Pam did NOT shop at the supermarket because

- ☐ it would take too long to wait in the queue.
- ☐ it does not sell the cheese Jack wanted.
- ☐ the local shop sells better products.

3. On Sundays, where can passengers catch a bus?

- ☐ In the usual place.
- ☐ Opposite the post office.
- ☐ At the coach station.

4. At the zoo, which animals do Suzi and Marcus MOST want to see?

Next

Overview

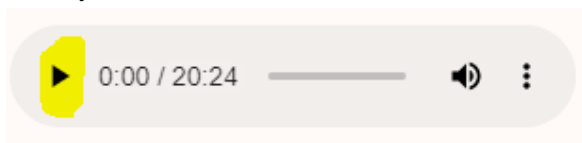
Introduction

Flag

Complete assessment

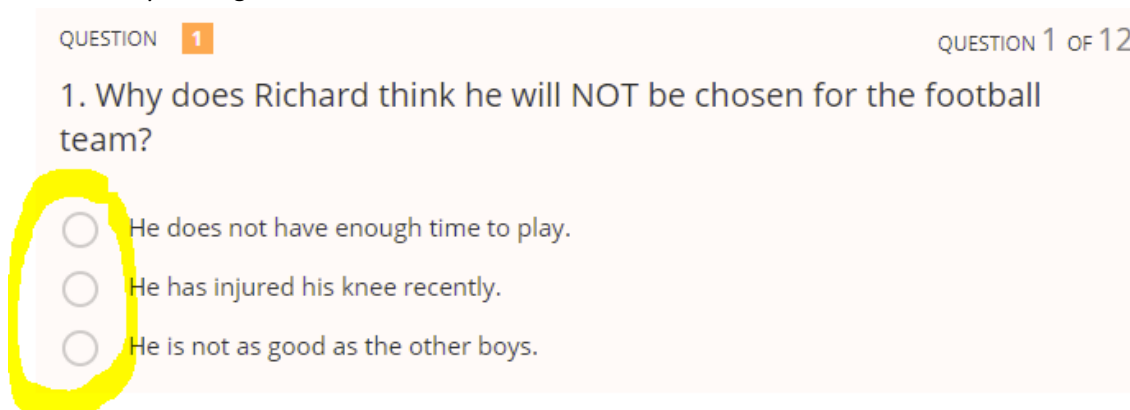
## Buttons

**Play audio** – select this button in the instructions section to listen to the audio.



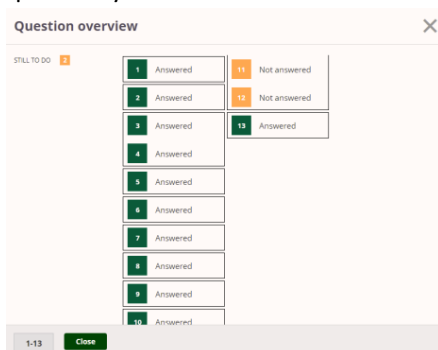
**NOTE** – You can only listen to this once and you cannot pause or rewind it.

**Answers** – click inside the circle of the answer you think is correct. You can change your answer by clicking in a different circle.



**Next** – will move you onto the next question

**Overview** – will take you to an overview window, which shows which questions you have answered, not answered, or flagged. You can click on this at any point and go direct to any question you then select.




**Introduction** – this will take you back to the introduction page

**Flag** – this allows you to 'flag' a question that you would like to come back to. This will show up in the overview window (as shown above for question 1). You can 'unflag' the question by clicking on 'flag' again.

**Complete assessment** – Select this once you have answered every question and want to submit your answers. At this point you will receive the following message:

### Notification



You have answered 11 out of 11 questions and you have flagged 0 question(s). Are you sure you want to finish?

Confirm

Cancel

If you have missed some questions or would like to recheck any, click cancel and return to those questions.

**Once you have submitted your answers the window will close. You will then need to await your results from your centre.**

# Online assessment Satellite centre guidance

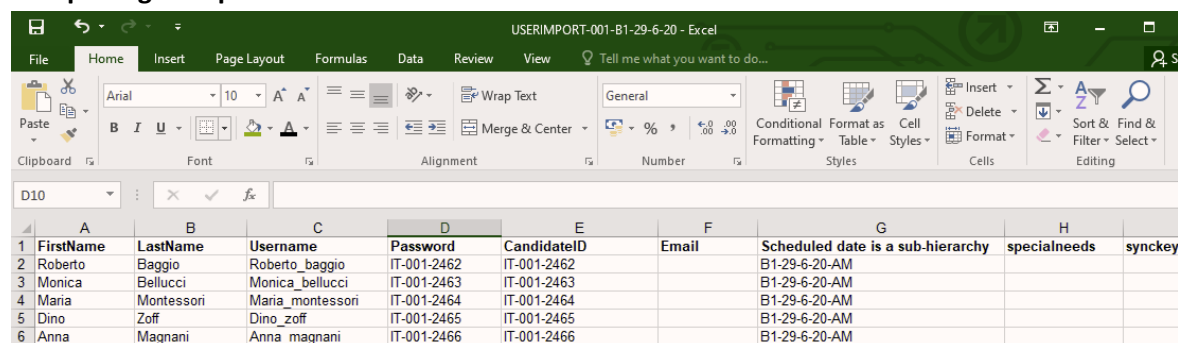
## Contents

<b>Adding users .....</b>	<b>2</b>
<b>Reasonable adjustments.....</b>	<b>3</b>
<b>Learners under 18 years' old.....</b>	<b>3</b>

## Adding users

Once you have been approved as a satellite centre for online assessments, you will need to send the user import template provided by ESB International to the exclusive ESB centre relevant to your country.

### Completing the spreadsheet



	A	B	C	D	E	F	G	H	I
1	FirstName	LastName	Username	Password	CandidateID	Email	Scheduled date is a sub-hierarchy	specialneeds	synkey
2	Roberto	Baggio	Roberto_baggio	IT-001-2462	IT-001-2462		B1-29-6-20-AM		
3	Monica	Bellucci	Monica_bellucci	IT-001-2463	IT-001-2463		B1-29-6-20-AM		
4	Maria	Montessori	Maria_montessori	IT-001-2464	IT-001-2464		B1-29-6-20-AM		
5	Dino	Zoff	Dino_zoff	IT-001-2465	IT-001-2465		B1-29-6-20-AM		
6	Anna	Magnani	Anna_magnani	IT-001-2466	IT-001-2466		B1-29-6-20-AM		

**Column A:** First name

**Column B:** Last name

**Column C:** Username is firstname\_surname

**Column D:** In the example above the password is the same as the candidate ID. You can change this if you prefer but you must ensure that the satellite centre and candidate receive the correct username and password to access their assessment.

**Column E:** The candidate ID must be country-centreID-candidateID. In the example above, Roberto Baggio belongs to Italy, satellite centre ID 001 and his candidate ID is 2462.

**Column F:** You do not have to create an e-mail address for the candidate. If you do, it gives you the option of notifying them when an assessment has been scheduled, in which case they will receive this message via e-mail:

*Dear Roberto Baggio,*  
*Your administrator has scheduled you to take the following exam:*  
*B1 Test assessment - 29-6-20 - AM on 29/06/2020 at 07:00 (UTC+1)*  
*Joining instructions will be sent to you in due course.*  
*Best regards,*  
*Cirrus Assessment Platform*

**Column G:** This must follow the format in the example: Level-Date of assessment-AM/PM

**Column H:** Please leave special needs blank. Any reasonable adjustments will be considered separate to this process.

**Column I:** Leave blank

## **Reasonable adjustments**

Any reasonable adjustment requests must be made direct to your main centre contact. It may be that the online assessment platform cannot accommodate the reasonable adjustment for your learner, in which case a paper-based assessment may be more appropriate.

## **Learners under 18 years' old**

Any learners under the age of 18 must have signed consent from a parent or guardian that allows them to take part in an invigilated assessment that involves them being recorded.

### Online Assessments Guidance for Learners

#### DO:

- Ensure ALL other household members are aware that you are taking an assessment and are not to disturb you
- Switch off your phone
- Clear all paperwork and stationery (including pens and pencils) from your desk area – you are not allowed to have any revision materials
- Have your photo ID ready. We accept the following forms of ID:
  - Passport
  - Photo ID card
  - Photo Driving Licence
- When prompted to provide your ID, ensure your name and picture are clearly visible
- When completing the scan of the environment move the camera **slowly around the whole room including your desktop**
- After the scan is complete, ensure that the camera is set to view your face during the assessment
- DO keep your eyes focused on the screen throughout the exam. If you are constantly looking away, the recording will consider this suspicious behaviour and you may be disqualified for cheating

#### DON'T:

- Do not allow anybody in the room during the exam
- Do not download the audio file – THIS WILL CAUSE THE ASSESSMENT TO CLOSE AUTOMATICALLY
- Do not click on 'Complete Assessment' until you have completed all sections of the exam, including Listening, Reading, Use of English and Writing. After each section you must click 'Next'
- Do not leave the room at any point during the exam

**Not adhering to the above guidelines may invalidate  
the assessment and you will be**

**DISQUALIFIED**

## Troubleshooting for learners

**Q - "I can't log onto the assessment with the username and password I have. Who should I contact?"**

A - Check your username and password work before the day of the exam. Make sure you don't highlight any extra spaces if you are copying them from your email. If they do not work, you should contact the centre you booked the exam with.

**Q - "What do I do if I am having problems with the pre-assessment diagnostic checks?"**

For example, you see a screen similar to this:

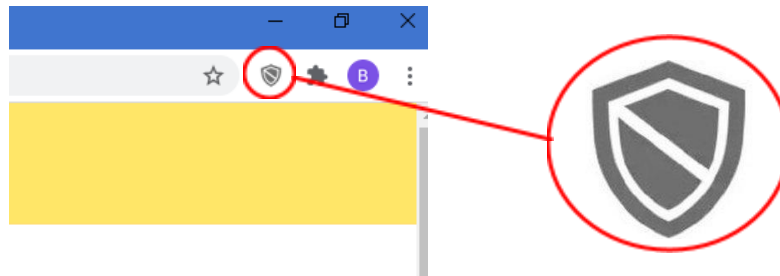
### System Diagnostics Test

Oh no! Something went wrong.

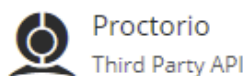


A - You should use the live chat function:

1. Click on the shield in the top right of your screen.



2. Click on 'live chat' and type in your question and wait for a reply.



Looking for help taking this proctored exam?  
Don't worry, we're here to help!

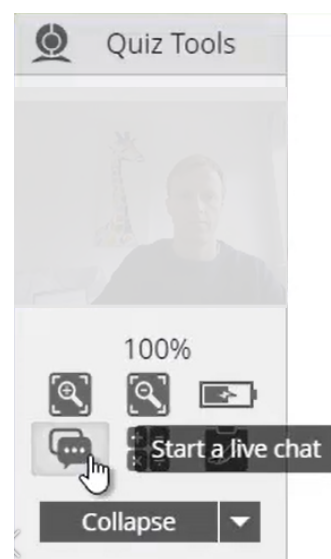
Live Chat

Help and Support Center

**Q - “What should I do if I am having connection problems during the exam, for example, I can’t hear the audio or the screen freezes?”**

A - You should use the live chat function, which can be found in the Quiz Tools:

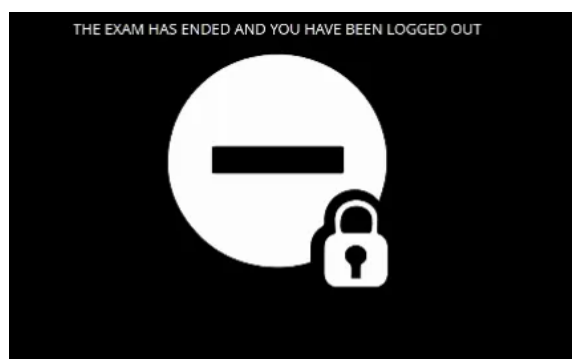
**Note – if the support from live chat cannot provide a solution to your connection problems, please contact your centre.**



**Q - “I have been thrown out of the exam, what do I do now?”**

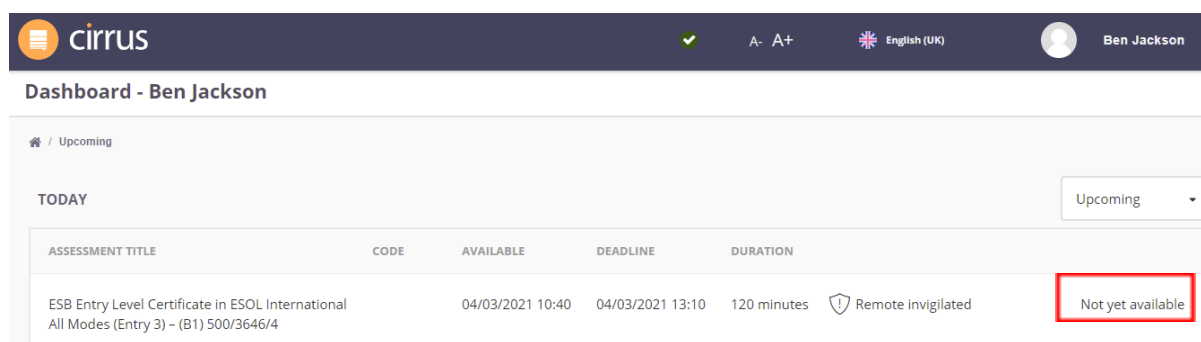
You may see a screen like this. This will either happen because you briefly lost your internet connection or because you have tried to do something that the exam security settings do not allow, for example, opening another tab on your browser.

A - You need to log back into the exam platform and click on ‘continue test’. If you are unable to select ‘continue test’, this mean your exam has been ended by the system – if this happens, please contact your centre.



**Q - “I have logged in but it says my exam is ‘not yet available’. What do I do?”**

If this happens, you will see this screen:



A - This is because you have logged in before the exam scheduled start time. You cannot start the exam until the scheduled start time provided by your centre. If you cannot see any exam on your dashboard, make sure the dropdown box on the right says ‘upcoming’. If there still is not an exam visible, please contact your centre.

# Online assessment Centre guidance Providing technical support

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For the following scenarios, please contact ESB International: <a href="mailto:product@esbuk.org">product@esbuk.org</a> .....	9

## Logging in

1. Type in the URL: [esb.cirrusplatform.com](https://esb.cirrusplatform.com)
2. Enter your username and password
3. Click 'Login'



### Log in with the Cirrus platform

USERNAME

\*\*\*\*\*

PASSWORD

●●●●●●●●

LANGUAGE

English (UK) ▼

VERSION

2021-01-21

Login

[Can't log in?](#)

## Technical problems and how to solve them

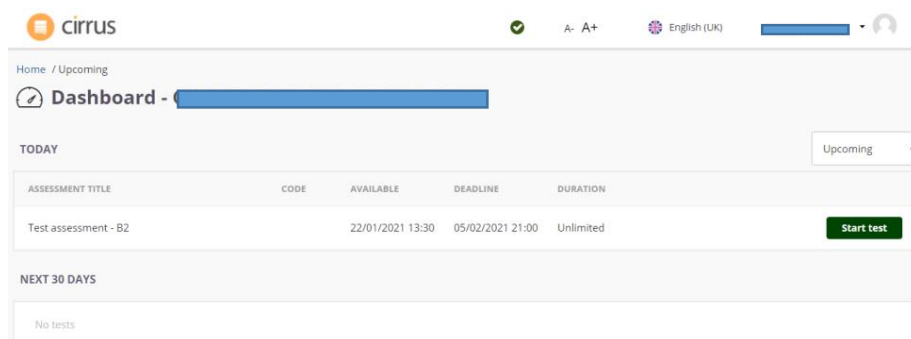
### Scenario 1: "My USERNAME and/or PASSWORD don't work"

Open the upload spreadsheet

	A	B	C	D	E	F	G
1	Username	Password	Level (B1, B2, C1 or C2)	Candidate Number	First Name and Surname	Last Name	Extra
4			B2				
5			B2				
6			B2				
7			B2				
8			B2				
9			B2				
10			B2				
11			B2				
12			B2				
13			B2				
14			B2				
15			B2				
16			C1				
17			C2				

Copy the username (column A) and paste into the log in screen (shown above)  
Copy and paste the password (column B) and paste into the log in screen (shown above)

If they work, you will see the candidate's dashboard, that will look like this:

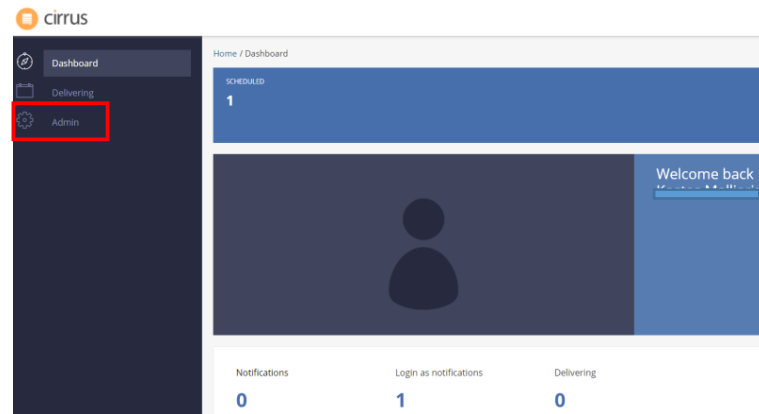


Paste the username and password into your response to the candidate and ask them to try again by copying and pasting direct from your email into the log in screen.

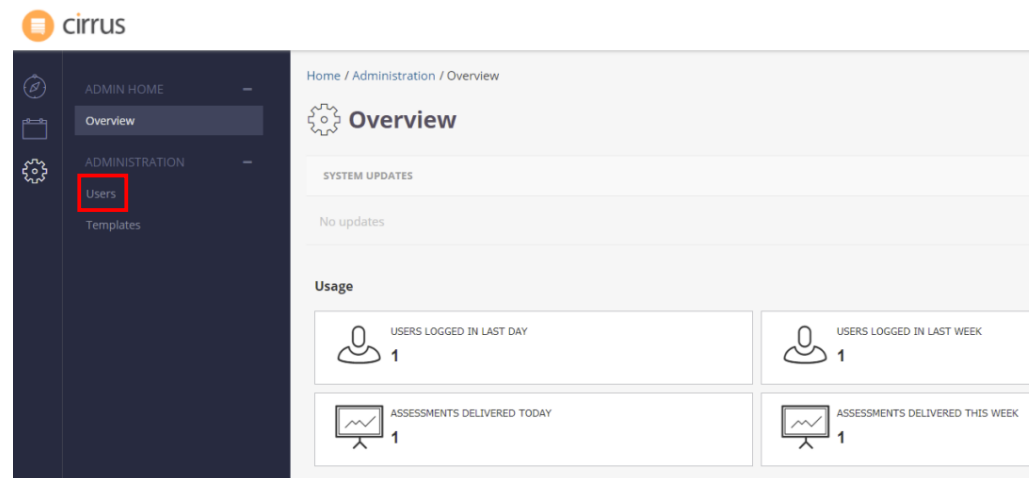
If the username or password do not work, you will receive the below message:

To make sure they receive the correct username and to reset the password:

Click on 'Admin' on the left of the page.



Click on 'Users'.



Type the candidate name into the Search box and press 'enter' or click on 'Search'

Click on the candidate's name

The screenshot shows the Cirrus administration interface. On the left is a dark sidebar with navigation links: ADMIN HOME, Overview, ADMINISTRATION, Users (selected), and Templates. The main content area is titled 'Users' and includes a search bar, a hierarchy dropdown, and a 'Search' button. Below these are checkboxes for user roles: System administrator, Administrator, Author, Candidate, Marker, and Moderator. A table lists users with columns for NAME, USERNAME, EMAIL, and CREATED. The first user is highlighted with a red box. At the bottom, it says 'Total 1 item(s) found | Show 50 item(s) per page'.

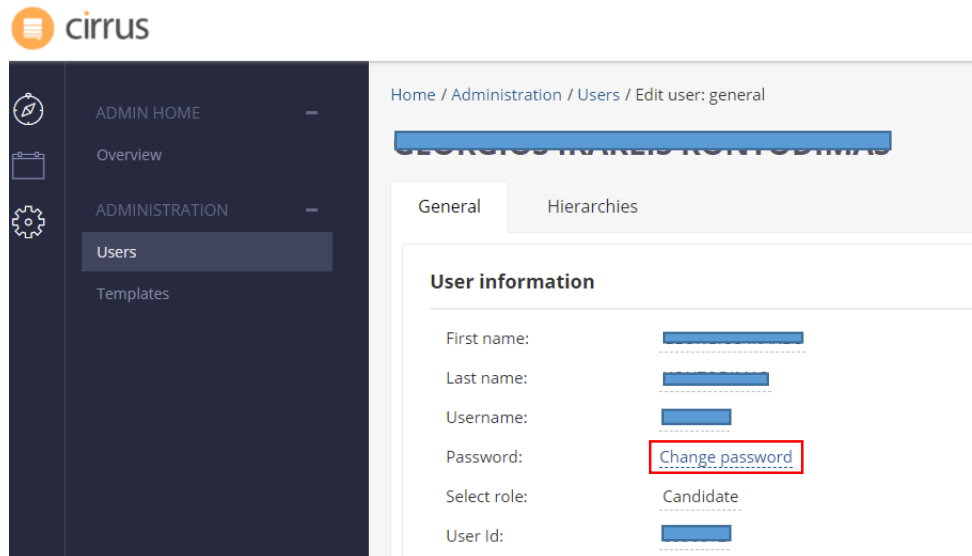
	NAME	USERNAME	EMAIL	CREATED
<input type="checkbox"/>	[Redacted]	8096010	[Redacted]	22/01/2021 15:38

Click on 'Username'

Copy and paste the username into the response to the candidate

The screenshot shows the 'Edit user: general' page in the Cirrus system. The 'User information' section contains fields for First name, Last name, Username, Password, Select role, User id, Synchronisation key, Special needs, Labels, Allow login via these IP addresses, and Timezone. The 'Username' field is highlighted with a red box. A dropdown menu is open for the 'Select role' field, showing options like Candidate, Author, Marker, and Moderator. The 'Personal information' section on the right includes fields for E-mail address, Date of birth, Cellular phone, Address line 1, Address line 2, Post code, and Post address. The 'Login information' section at the bottom right includes 'Disable Cirrus' and 'Disable password'.

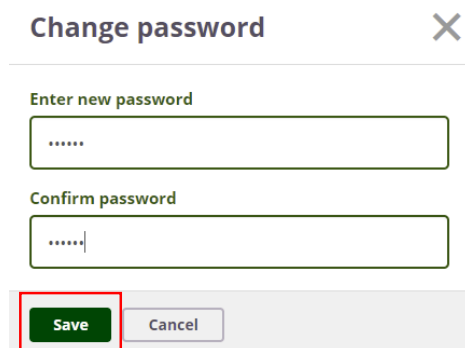
Select 'change password'



The screenshot shows the Cirrus administration interface. The left sidebar has a dark blue background with icons for navigation. The main content area has a light grey background. The breadcrumb trail is 'Home / Administration / Users / Edit user: general'. The 'General' tab is selected, and the 'User information' section is visible. The 'Password' field has a 'Change password' link highlighted with a red box.

Type in new password and type in again to confirm

Click on 'Save'



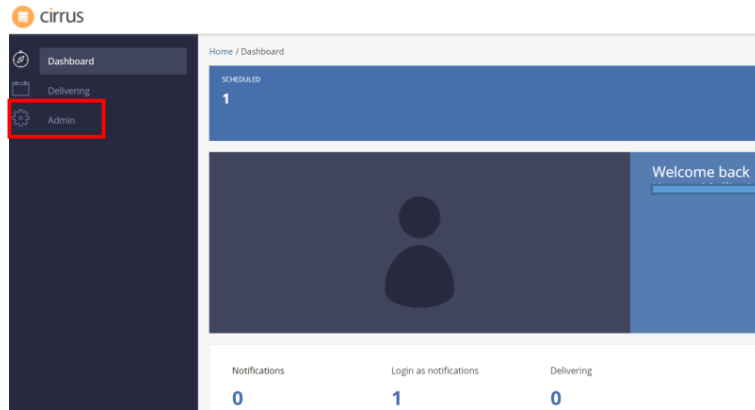
The screenshot shows a 'Change password' dialog box with a close button (X) in the top right corner. It contains two input fields: 'Enter new password' and 'Confirm password'. Below the fields are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box.

Send the username and updated password to the candidate

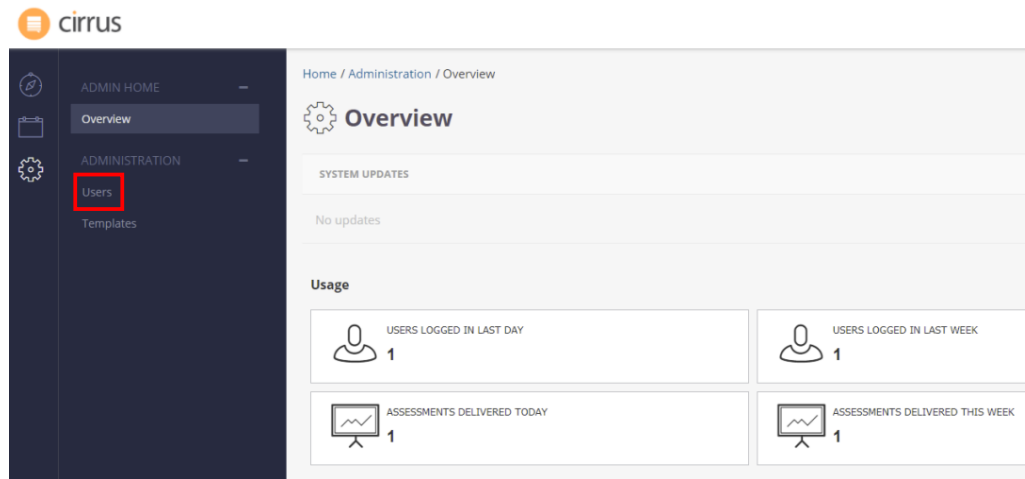
## Scenario 2: “I have been thrown out of the exam but don’t know why”

First, check if they can get back in:

Click on ‘Admin’ on the left of the page.

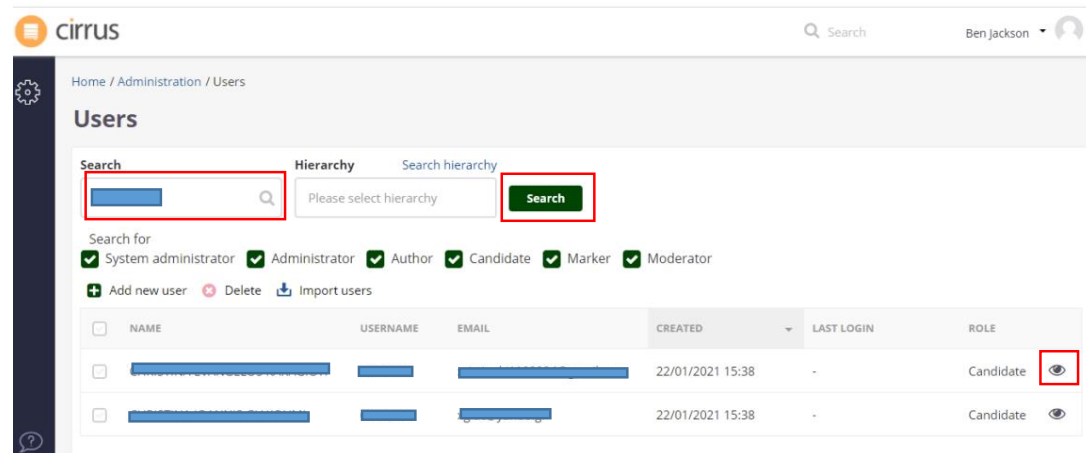


Click on ‘Users’.

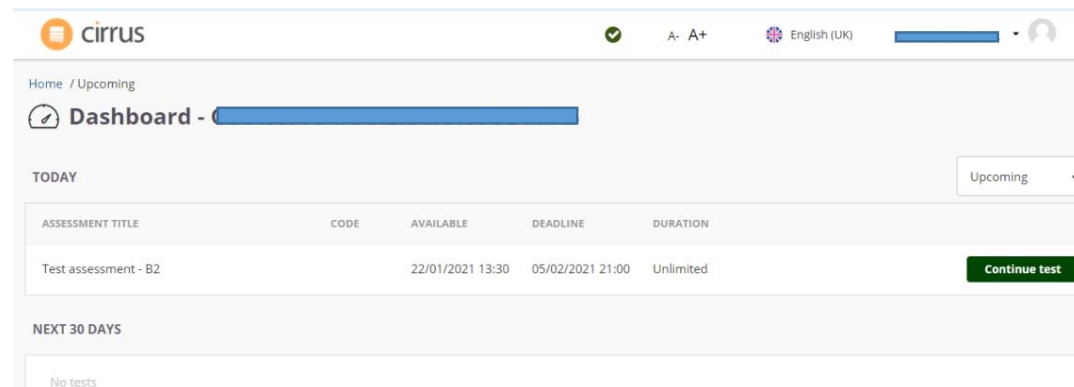


Type their name in the Search box and press 'enter' or click on 'Search'

Click on the eye on the right hand side of the candidate's name – this will allow you to log in as the candidate (Note – ESB International can check when other users log in as candidates).



If you see a dashboard like the one below, let the candidate know they can log back into Cirrus and continue the exam. They will have to complete the screen and audio checks again.



If there is no exam on their dashboard, it is likely that the exam has completed by the system as they have either run out of time or have been logged out for too long (it is important that candidates try to log back in as soon as they have been 'thrown out').

At this point, contact ESB International: [product@esbuk.org](mailto:product@esbuk.org)

### Scenario 3: "I have logged in but I can't see my exam"

Follow the steps above in Scenario 2 to check if there is an exam in the candidate's dashboard. If there is, ask them to check again and make sure the dropdown box on the right says 'Upcoming' and **not** 'Completed'.

If they still can't see the exam, please contact ESB International: [product@esbuk.org](mailto:product@esbuk.org)

For the following scenarios, the candidate will be unable to complete the exam, unless they can find alternative arrangements.

- **"My connection is poor and I cannot access the exam"**
- **"I can't download Google Chrome or the Proctorio extension"**
- **"I don't have a webcam/ my webcam doesn't work"**
- **"I don't have speakers/ my speakers don't work"**

Note – if candidates are having trouble getting past the checking stages, before the exam starts, it would be useful to do a video call (e.g. WhatsApp) with the candidate so you can see the screen and talk them through it.

For any issues that could not be resolved and the learner was unable to complete the exam, please complete an Incident Report Form

## ESOL International Centre Guidance Online Oral Assessments

### Introduction

This guidance supports ESOL International centres in delivering online oral assessments via video conferencing facilities.

### Assessment via video conferencing

Centres who choose this option are likely to already be using a safe and secure video conferencing platform, which should be used for the assessment.

As a centre, you are responsible for:

- ensuring that all the candidates, the interlocutor and the assessor can access the platform;
- the platform conforms to the centre's safeguarding, security and privacy policies;
- ensuring that permission for the assessment to be recorded by the candidate, or, where the candidate is a child, their parent or guardian;
- booking the call and setting it up; **and**
- arranging a short practice call with the interlocutor and assessor at least 24 hours before the assessment.

This guidance relates to the following scenario:

The candidates, interlocutor and assessor are all in different locations. The assessment is conducted at home with the assessor, interlocutor and candidates all watching and listening remotely in real time. Ensure that a room at home has a good internet connection and a power supply.

**It is the responsibility of the centre to ensure that the assessor and interlocutor can clearly see and hear the candidates' performance during the video conference.**

### Practical considerations for setting up an online oral assessment

- Ensure the room is light and the door is shut.
- Ensure the assessment area is quiet. All mobile phones should be switched-off.
- 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 camera is well-positioned in the room and at eye-level to the learner. The learner should be in the centre of the screen and the assessor and interlocutor should be able to see their head and upper body.
- Neutralise the assessment space. The room should be tidy and contain enough space for the learner to perform safely and effectively. If the learners are in a centre together, all social distancing guidelines must be followed.

Please remember that an assessor needs to be able to see and hear a learner's performance clearly to award valid grades.

### **IMPORTANT**

- **All online Oral Assessments must be recorded for quality assurance and moderation purposes and be made available to ESB International, when requested.**
- **Oral assessors must continue to complete the OMR and strictly follow the process set out in the Assessor Handbook. The OMR must then be uploaded to the customer platform, as normal.**

## **Delivery of the Assessment**

It is recommended that the, candidates, the Interlocutor and the Assessor all wear headphones.

### **Before the assessment**

Interlocutors:

Before “admitting” the learners to the assessment session:

- Make sure all the assessment materials are ready to enable smooth transition between each part of the oral assessment.
- Ensure the screen is set up so that everyone involved can be seen at all times, as opposed to just the speaker.
- Agree on the topics to be used beforehand and tell the assessor.
- The part 2 prompt should be open on your computer and ready to be shared via “share screen” with the learners at the appropriate time.
- “Admit” the candidates to the session, check that they are happy for you to record and press record.
- Introduce yourself and the assessor, explaining that they will just be listening.
- Carry out sound and vision checks to make sure all participants can see and hear clearly.
- The assessment and the appropriate timings should only begin once the sound and vision checks have been completed.
- Ask the candidates to confirm their full name.
- Ask candidates to show their ID to the screen.
- Ask the candidate to scan their room by moving their camera 360 degrees.

### **During the assessment:**

- It is essential that you maintain eye contact and deliver the assessment in a clear voice and at the appropriate speed.
- Always refer to candidates by name to avoid any confusion and try not to interrupt their natural flow of language.
- Pay close attention to your body language and that of the candidates.

- Bear in mind that the natural flow of language is likely to be more delayed and possibly hesitant due to all participants being in separate locations – allow time for candidates to respond and participate in discussions.
- If there is any suspicion that the candidate is receiving support from another person, stop the assessment and ask them to scan the room again. Record any suspicions, even if no evidence is found, on an Incident Report Form.

**The Assessor:**

- Make sure you are wearing headphones and your volume is turned up.
- After checking the sound and greeting the candidates, assessors should turn off their cameras and microphones and only turn them back on to say goodbye.
- If there is any problem with audio during the assessment, you must immediately make this known, if you are unable to hear correctly you will be unable to grade the candidates correctly.

**Ending the Assessment**

- Check all candidates have “left” the meeting before passing on the global marks to the assessor.
- Complete the marks check list script as normal and then turn off the recording.

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