



ENGLISH SPEAKING BOARD (INTERNATIONAL) LTD.

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The English Speaking Board (ESB) response to Post Accreditation Monitoring Report

The English Speaking Board (ESB) was founded in 1953 with a mission to promote clear, effective oral communication at all levels by providing high quality assessments, training and services in the UK and overseas, recognising and encouraging the potential of all. At the time of monitoring ESB was working towards Supplementary Recognition to operate within the QCF. The last monitoring event was in 2004, with an ABRU completed in 2006.

The 2009 post-accreditation monitoring process began with a thorough briefing which was both informative and helpful. ESB maintains most of its documentation electronically, but the briefing enabled us to ensure that relevant documents were available in hard copy for the monitoring team, speeding up the process and informing every interview. All interviews carried out with staff during the event were well structured and constructive, calling on information from the previous monitoring as well as our banked and published documents and material. Overall ESB found the audit to be a constructive undertaking, with positive feedback on many of our processes and procedures. We were particularly pleased with feedback on the Induction Training of new examiners, since our examiners are such an important element in maintaining the ESB ethos and standards. Additionally, some helpful comments suggested means to further improve our practices, particularly in monitoring outcomes over time.

ESB considered that the feedback and observations made were a fair reflection of the Awarding Body's processes, procedures and practices. The necessary Action Plan to cover the three conditions and other observations was put together with solid back-up from the ESB Academic Board, to ensure it was comprehensive and forward-looking. By the time the report was received, two of the identified conditions were already in the process of being met, and the third was undertaken with supportive and positive advice from the Monitoring Team Leader, who was able to be present when ESB carried out an audit of our own with our partnership organisation. In every aspect ESB was grateful to put into place changes to practice and procedures to address both accreditation conditions and observations, in the interest of consolidating ESB Quality Assurance systems and accountability.

Lesley Cook
Chief Executive Officer

October 2009