

COVID-19 (Coronavirus) outbreak

FAQs (Last updated: 27 March 2020)

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IB statement on May 2020 DP and CP examinations

Our students, their well-being and their progression in future stages of life have been at the forefront of our thinking as we respond to this extraordinary pandemic.

As an organization, it is critical for us to ensure that the options we provide for our IB community, students and teachers are fair and compassionate during these difficult circumstances. We want to thank you for your patience and consideration. As a result, the IB with considerable advisement from stakeholders across the globe including schools, students, universities and official bodies have tried to determine the most responsible and ethical way forward.

The IB has put into place the following actions:

- The DP and CP examinations scheduled between 30 April and 22 May will no longer be held.
- The student will be awarded either a diploma or a course certificate which reflects their standard of work. The achievement will be based around the students' coursework and the established assessment expertise, rigor and quality control already built into the programmes.

Please see below our initial set of FAQs. We will continue to update these weekly.

We know that schools and candidates registered for May 2020 session will have many questions and we will continue to be available to answer questions. Our goal continues to be to find ways to support our global community during these uncertain times and provide the best possible outcomes for our students. These FAQs provide information about key topics such as assessment deadlines and school authorization. If you are part of an IB World school faculty and require further support, please contact support@ibo.org

School closures

Due to COVID-19 (Coronavirus), schools are currently closed in many countries across the world. The IB is monitoring the situation closely.

I'm a student, and my school is closed due to COVID-19 (Coronavirus)—what do I do?

If your school is closed, please contact your coordinator or head of school. The IB is communicating regularly with schools that have been impacted.

What should we do if our school is not in one of the affected areas, but we do have candidates who travelled into one of the affected countries and, as a result, have been unable to return to lessons at the school?

We ask that schools with impacted candidates contact the IB's Adverse Circumstances team at support@ibo.org.

I am unable to return to my school because of travel restrictions — what do I do?

Please contact your coordinator or head of school. There are options available for students to keep up with their education, including transferring to another IB World School or completing presentations and oral assessments virtually.

Results

How will the results be calculated?

We will be using vast historical assessment data to ensure that we follow a rigorous process of due diligence in what is a truly unprecedented situation. We will be undertaking significant data analysis from previous exam sessions, individual school data, subject data as well as comparative data of schools who have already completed uploading requirements and those who have not.

We will require schools to submit the coursework for all candidates. We will externally mark work that is usually marked by teachers, instead of taking samples and applying moderation.

How will a student be awarded an IB Diploma or Certificate?

Using the information above the IB will be able to provide official documentation of the students diploma or certification. We will require schools to submit the coursework for all candidates. We will externally mark work that is usually marked by teachers, instead of taking samples and applying moderation.

When will results be released?

The IB intends to release results to universities/institutions and schools as planned on 5 July 2020.

All student coursework and associated predicted grades will need to be uploaded by 20 April, if not sooner, in order to guarantee delivery of results by 5 July.

Some students perform better in exam conditions than coursework, can we be sure they are not being disadvantaged?

We will use a calculation that is based on the relationship between coursework marks, predicted grades and subject grades to estimate the subject grades candidates would have received if the exams had gone ahead. If the relationship between these elements shows that in previous sessions candidates globally tended to achieve higher outcomes on their exams than their coursework, the calculation used this session will reflect that.

Might we see some students awarded DP/CP and course certificates if coursework is not completed?

The fairest results are achieved by the candidate completing and submitting all the assessment tasks. If further extensions are granted, there may be a delay in the issue of results for a candidate or school.

What happens with the grades obtained in the anticipated session (May 2019) - will the certificate reflect that the grade includes the May 2019 exams?

The grades achieved within the anticipated session will be reflected in the certificate.

What about retake candidates in May 2020?

Candidates who planned to carry forward their internal assessment marks from their previous session and retake the written examinations can defer to a future session or withdraw their registration from the May 2020 session.

Will we be able to submit an Enquiry Upon Result (EUR) if students are not happy with the results?

Yes, schools will be able to submit EURs.

Can I retake if I am unhappy with the result?

Yes, students will be able to retake in a future session.

'Request for Results Service' deadline is 1 May for all the countries apart from Canada and USA. Is this going to be extended?

The deadline has been extended to 15 June and requests can be accepted up to 4 July 2020.

What IB grades should we add to our school-based report cards which are issued before the IB Diploma? Predicted ones?

We rely on your expertise as a school. Universities know schools and their track records well. We care about IB students and we know you can determine what is important for you to share with universities.

Examinations and Fees

Is this going to impact the November exam session in any way?

At this time, we believe the November 2020 exam session will proceed as scheduled. We want to do right by students. If current May session students would like to sit exams in the November session, we would welcome it, and therefore we are prepared for that eventuality.

Are there extensions for registration into the Nov 2020 session?

We are currently working through this and will provide an update as soon as possible.

Can anticipated students from M21 take their exams in November 2020?

We are currently considering this and will update this answer when we have more information.

Can I defer to the November session to sit exams?

Yes, if the subjects are available. Any student who has not received enough teaching has the option to defer to a subsequent session for some or all the assessments, free of charge. For advice on supporting teaching and learning, please contact your IB World School Manager directly or support@ibo.org.

Will this count as a session under the three-session rule?

We are currently considering this and will update this answer when we have more information.

I'm a retake candidate, how will my result be scored?

Retake candidates will need to defer to Nov 2020 or May 2021.

My student does not want to defer to the November exam session due to university admissions deadlines. What are my student's options?

Students should discuss their options with their DP/CP coordinator and university admissions officers. The IB is communicating with universities globally about the current situation and will continue to do so. The IB is exploring options to provide official evidence of a student's studies.

In cases where schools will be open, and candidates would want to take exams, will the IB send exams?

No. We have consulted widely and many schools and school systems around the world have been closed or are closing to contain the pandemic. Further, the IB is an international qualification that assures that no matter where the student is from, they can be assessed globally.

What if some students cannot complete course work due to school closures?

We will be relying on this coursework completion to issue results.

Can work be resubmitted closer to the extended deadline?

No, if work has already been submitted, then it is this work that the IB will mark. In addition, we are advising schools to upload all completed coursework as soon as they can.

Have exams been canceled before?

No. Like many other examination bodies, this is an unprecedented situation. For the IB, this is the first time that we have had to cancel an exam session.

Will the IB refund fees (including exam fees and inquiry upon results fees), adjust the registration fee rules, or cancel alternative venue requests?

We will provide more information to all finance questions raised in due course. The IB's primary focus of activity currently is to provide a valid and reliable mechanism to ensure students can receive the diplomas and certificates.

Are the assessment criteria going to be changed, e.g.: 'will there be any flexibility in terms of the minimum number of pieces required for the exhibition of the visual arts students?

The IB will not change the criteria it assesses or the work that is required to be submitted for assessment. Where an activity is not assessed, for example the DP visual arts or MYP personal project exhibitions, schools have discretion to pursue alternative ways of providing this experience.

Coursework and deadline extensions

What are the deadlines for upload of materials?

In order to award a Diploma or certificate, we will be requiring all schools to upload **all internal assessments (IAs) for every candidate** enrolled in the May 2020 session. It is critical that schools start preparing to upload these as soon as possible.

We will be advising schools when the system is ready for additional uploads.

Schools who have already completed their sample uploads: will now need to prepare all the internal assessments (IAs) for all diploma, course and CP candidates.

Schools who have not yet completed the uploads: will need to upload all the internal assessments (IAs) for all diploma, course and CP candidates.

All schools should enter predicted grades.

For concerns regarding any specific subject coursework completion and/or uploading please contact support@ibo.org

All student coursework and associated predicted grades will need to be uploaded by 20 April, if not sooner, in order to guarantee delivery of results by 5 July.

Will the eCoursework screens be re-opened if work has already been submitted?

No, if work has already been submitted, then it is this work that the IB will mark. In addition, we are advising schools to upload all completed coursework as soon as they are able to.

Will all eCoursework be marked?

Yes, all submitted materials will be assessed.

Should we upload unfinished work?

No, please ask for an extension if required.

Completing assessment components

How can we use video conference or video calls for language oral assessments?

Due to the evolving nature of the situation for schools, the IB has re-visited this scenario and has created a policy around conducting remote oral activities without the need for physical invigilation.

Maintaining academic integrity is paramount in the completion of IB assessment and examinations. Therefore, teachers conducting any of the assessments listed above, must ensure that they are conducted in full adherence to the guidelines described in the relevant subject guides and assessment procedures when trying to replicate the conditions followed when completing such tasks in the school.

For language orals, please ensure that the principles and procedures below are adhered to:

- Copy of any abstract or stimulus sent to the candidates must be clean copies

- Copy of any abstract/stimulus sent to the candidates must not be previously known or discussed with the candidate
- Preparation time must be supervised (remotely)
- Notes taken during the supervised preparation time must be short
- Notes taken during the supervised preparation time must only be consulted and not read during the recording time
- The room should be free of any written material on the walls or ceilings, regardless of whether these appear related to the subject being examined (some judgement may be required regarding visual material) **
- Only one blank piece of paper must be available on the candidate's desk for note taking**

*** students can be asked to show their rooms with their mobile phone cameras (walls and areas underneath their desks) to confirm that no unauthorized materials are visible/hidden.*

Internet outages or technical issues during remote oral assessments

For oral assessments being conducted over Skype (or similar), it is recommended that an external recording device is used.

If technical or internet difficulties occur, the recording can be paused and restarted when the issue is resolved. If a recording is paused, the teacher should explain the reason (on the recording) after restarting. Should internet outages or technical issues mean that the oral assessment cannot continue, it must be rescheduled to a later date. In this case, please ensure that a new assessment is given to the candidate(s) concerned.

How can we use virtual presentations for DP theory of knowledge (TOK), extended essay (EE) and global politics HL internal assessments if our school is closed?

To enable DP students impacted by school closure because of COVID-19 (Coronavirus) to complete their assignment with their teacher, the IB supports the remote completion of theory of knowledge, viva voce completion of the extended essay and global politics HL extension presentations, to be completed as virtual presentations using video conferencing applications, such as Skype, Zoom or similar methods.

Ideally, the teacher should set up a virtual situation that resembles the face-to-face presentation as closely as possible. The IB recognizes that presenting via video conference is a different skill to presenting in person and that the candidates may find it to be a more difficult experience. However, because of the nature of the presentation, where the quality of the student's thinking is being assessed and not their presentation skills, this is a viable alternative in these exceptional circumstances.

When marking the presentations, the teacher is reminded that it is the subject matter that is being assessed and not to make any adjustments for poor quality connections or problems with the sound. Schools are also able to request an extension to submission dates, should this be required. A reminder that for the EE, while the viva voce/final reflection may take place virtually, the student's written summary of the meeting must still be included on their uploaded EE/RPPF for assessment.

How can we use video chat or voice calls for language orals when a candidate's school is closed, and the candidate is in a different country with an available IB World School?

- a. The candidate can take the oral / complete the extended essay viva voce at another local IB World School, if the host school provides a teacher to conduct the assessment and the recording is sent to the candidate's registered school for marking.
- b. The candidate can take the oral / conduct the TOK presentation / complete the extended essay viva voce at another local IB World School over video chat / voice call with their usual teacher conducting the assessment but a teacher from the host school must be present as an invigilator for the candidate. In this way, a candidate can do their assessment remotely with their usual teacher but without compromising examination integrity.

In neither scenario do we require any paperwork, such as an alternative venue form, to be completed nor additional notes required to be added in teacher comments. This arrangement does not need approval from the IB and can be managed by the school with no need to notify us.

Sourcing a host school to support this arrangement is the responsibility of the candidate's registered school. We recommend using the [Find an IB World School search on the public website to support your research](#).

Completing coursework for Group 6

The IB has looked at each of the components in Group 6 and has categorized each component according to the associated risk to the candidate in being able to complete the component and meet the demands of the assessment criteria.

Low risk components

Theatre—Director's notebook

Theatre pilot—Production proposal

Theatre and theatre pilot—Research presentation

Visual arts—all components

Dance—Dance investigation

Music—Musical links investigation

Film—Textual analysis, comparative study, film portfolio

Literature and performance—Written coursework

These components can all be completed remotely from the school setting.

For Theatre or Theatre pilot research presentation, candidates can submit a remotely recorded presentation and a copy of their slide presentation as a PDF combined with their list of sources and other supporting material. The candidate and their presentation must be visible in the video submitted.

Medium risk components

Music—Creating and solo performing IA

These components require a performance element, which can be completed remotely with adjustments.

To mitigate this risk:

- For music solo performing, candidates can record performances without accompaniment or with a pre-recorded backing track, if they are unable to collaborate with other musicians.
- For music creating, candidates can submit computer generated performances of their created works.

Medium / high risk components

Theatre and theatre pilot—Solo theatre piece

This component requires performance to a live audience and a 'talkback' session with the audience to gain feedback on the performance. Suggestions as to how this can be achieved include:

- Using family members as the audience
- Making the performance available to an online audience

Literature and performance—Performance and individual oral presentation IA

This component requires a group performance followed by an individual oral. If the group performance has already been completed or can be completed off site, the individual oral can be conducted remotely following the guidelines issued for Group 1 and Group 2 courses. Where this is not possible, the focus of the individual oral should become about the intention of the candidate in bringing the selected text to performance.

High risk components

Theatre and theatre pilot—Collaborative project

Dance—Composition and analysis and dance performance

Music—Group performing IA

Film—Collaborative film project

These components require either collaboration with other students and/or access to specialist equipment.

Visual arts exhibitions

Should planned visual arts exhibitions be cancelled, schools may wish to explore alternative options such as holding the exhibition at an alternative venue and/or for individual students to make their own arrangements. Schools should bear in mind that the space where an exhibition is presented does not influence the marking and must not constitute any bias.

A candidate who is unable to set up a formal exhibition due to quarantine issues can instead photograph the artwork they have selected for their exhibition all together as a collection. The collection must include only those pieces that the candidate will submit and upload as individual pieces for assessment. The two images of the collection can be uploaded as exhibition photographs, alongside the individual images of the required number of artworks. The actual set up of the exhibition is not assessed and, in their curatorial rationale, the candidate can refer to how they would have done this. In their supporting comments, the teacher should explain that the IB has been consulted and approved the upload of the exhibition in its current format.

As usual, teachers must assess the candidate's exhibition awarding marks against each of the IA assessment criteria referring to the digital, on-screen version of the candidate's submission.

How can teachers authenticate work that is being completed remotely?

Academic integrity is a fundamental principle of an IB education and should be embedded throughout the learner journey and school ethos. Teachers should follow normal procedures to authenticate work to the best of their knowledge and reiterate the importance of academic integrity with their students. The IB expects teachers to use best endeavor, but also recognizes the difficulties faced as the result of remote working. The IB will undertake additional checks for plagiarism and collusion.

It is the responsibility of the school to ensure that IB rules and regulations are adhered to. [For more information on the IB rules and regulations.](#)

Please review:

1. The school maladministration penalty matrix (page 28, section 1.2) and
2. The student academic misconduct penalty matrix (page 32, section 2.2)

Both matrices illustrate what the consequences are for instances where the rules and guidance are not followed and identified by the IB. The document also has a dedicated section for parents (page 17 – 18), which explains that undue assistance to their children is not acceptable.

The IB is aware of many tutoring companies across the world offering support to IB World Schools and IB candidates. Other individuals (or even parents) can also offer face-to-face “supporting services”. Both cases are unacceptable as they provide students with “undue assistance”. It is the school’s responsibility to follow IB rules and regulations. All IB documents are clear in what is and is not permitted in terms of support to IB candidates. IB World Schools are obliged to follow that guidance and authenticate only what is the true/genuine and unaided work of a candidate.

How can CAS requirements be met?

The CAS program does not count hours, only the achievement of learning outcomes. Due to the virus, we would understand that schools' and students may not be in session for a time and thus, may not be able to continue with CAS. In this situation, the safety of our students comes first and hopefully they have many of their learning outcomes already completed. We will be continuing to review deadlines in relation to this. The final deadline for notifying the IB of individual candidates completing CAS for a May session is 1 June 2020. For candidates to be awarded the diploma, this information will need to be processed prior to the issue of results. We can therefore extend the deadline up to 3 July 2020 for candidates that may require additional time. Candidates who are unable to complete the CAS requirements by 3 July 2020 are allowed one further year in which to complete it. This further year expires on 1 June 2021.

Recognition & Universities

Will universities accept the results?

IB will provide university partners with clear information about the assessments that have been conducted during the student's participation in the two years of the DP and CP, and the process by which final marks were determined in this unusual year. We will continue to ensure the validity and the reliability of our assessment protocols.

Each university will be able to make informed decisions as they have done in the past about their IB policies regarding admissions, credit granting, advanced standing, and scholarship awards. Students should consult directly with universities to learn about their policies. Universities will be best prepared to support any IB specific queries you might have after that time.

Will the process of obtaining a transcript change?

The IB is committed to maintaining its current processes in place as much as possible in an unprecedented global situation. The IB will be providing transcripts for IB Diploma, CP certificates and IB course certificates. Governments and universities will receive the information they need to make appropriate decisions.

Will the national or US State government in my area accept this 'version' of the IB?

IB will provide governments with clear information about the assessments that have been conducted during the students' participation in the two years of the DP and CP, and the process by which final marks were determined in this unusual year. We will continue to ensure the validity and the reliability of our assessment protocols.

Each entity will then be able to make informed decisions about the use of IB data for accountability and policy development.

How is the IB communicating to universities?

The International Baccalaureate has established a working group, comprised of senior staff, to focus on the challenges that this situation presents to our schools, students and staff. This group will meet regularly to monitor new information from appropriate government agencies and to listen to our IB World Schools community. We have also recently conducted a survey of all IB World Schools in the most impacted countries and are using this information to provide support to our schools. These processes will allow the IB to make decisions at the appropriate juncture and ensure that they are communicated clearly to all stakeholder groups, including universities and colleges.

We will continue to monitor the situation extremely carefully and will update you within the next month with further information on our current position and, where applicable, any implications for universities and colleges. If you are a university or institute and have not received any updates, please contact recognition@ibo.org.

Teaching and Learning

How can we continue teaching when our school is closed?

We have developed [this guidance](#) for schools that are facing closures and quarantines due to the COVID-19 (Coronavirus) outbreak. It contains suggestions and guidelines for online and blended learning, with further suggestions for free apps and solutions for schools that may not have online or mobile solutions in place at the time of closing.

How should online teaching and learning be managed?

During this difficult time, schools can use available means to try and make alternative arrangements for study so that students are not disadvantaged by any closures including online or remote teaching. We have produced a resource to support schools using online and blended learning. Read more about [online learning planning for schools](#). Any student who has not received enough teaching has the option to defer to a subsequent session for some or all the assessments, free of charge. For advice on supporting teaching and learning, please contact your IB World School Manager directly or support@ibo.org.

We were due to host an event/award ceremony should this go ahead?

Schools should follow local guidelines and travel restrictions when making decisions about school events.

Middle Years Programme (MYP)

Are MYP eAssessments also going to be postponed or cancelled?

We have issued a survey to our MYP eAssessment schools and will be in regular communication with those schools. Personal Project and ePortfolio are continuing as normal.

MYP candidates are unable to meet their supervisors to sign off their Academic Honesty forms for the personal project. Can this be completed digitally?

The purpose of the Academic Honesty form is to record a candidate's progress and the nature of their discussions with their supervisor, with at least three supervision sessions taking place. These should be spread out across the beginning, middle and end of the project. We would anticipate two of the three supervisions to have already taken place according to the usual process before school closures impacted on the final session. Provided this process has been followed, we are able to accept a virtual meeting for the final supervision, to be signed off digitally (securely verified signature) or electronically (scanned/typed signature) by the candidate/their supervisor.

MYP ePortfolio guidance

The IB has reviewed each of the MYP ePortfolio subjects according to the associated risk to the candidate in being able to complete the eAssessments and meet the demands of the assessment criteria.

Personal project: can be completed remotely from the school setting.

PHE; Design; Dance; Drama; Media; Music; Visual Art: These subjects require either collaboration with other students and/or access to specialist equipment. Subjects with a performance element can be completed remotely with adjustments. For these subjects the IB is extending the submission deadline to 20 May 2020.

How can the MYP Language Acquisition ePortfolio tasks be conducted?

The IB understands the challenges caused by remote completion of the MYP Language Acquisition tasks for the M20 ePortfolio. Therefore, schools are permitted to set their candidates tasks remotely and under timed assessment conditions as outlined on page 103 of the guide, if these activities are invigilated by a responsible adult. Each ePortfolio needs to contain the completed and signed [Responsible Adult Invigilation Form](#) as a coversheet when uploaded to the eCoursework portal. For guidance on completion of the interactive oral task please see the guidelines provided for the DP.

Authorization and Evaluation

Authorization

Will the cancellation of face-to-face PD events impact my Authorization timeline?

No. The IB has put measures in place to ensure that no schools are disadvantaged due to the cancellation of face to face PD events. Firstly, we are increasing the number of online PD offerings in order to support schools during this time. In considering the concerns and challenges created by COVID-19 for schools and knowing that you highly value the face to face professional development experience; if you would prefer to wait until face to face professional development is once again available the IB will accept any registration for PD within the next 12 months as evidence of meeting the professional development requirements as part of the authorization process.

What happens if I have an upcoming verification visit?

Following the recommendations and decisions by the various governing bodies, the IB has been assessing the need to use remote visit protocols in order to ensure that schools are not disadvantaged by this situation. Due to the increasing travel restrictions and wanting to ensure the safety of our IB community, the IB has made the decision that all verification visits currently scheduled between 12 March and 31 May 2020 will be conducted using remote visit protocols. These protocols have been emailed to impacted schools. If you have not received them, please contact your Programme Relationship Manager. Please know that we have worked with our IB educators to ensure they are prepared to conduct the visit remotely. As part of this process, if the school is authorized, the IB World School Department will organize a face-to-face follow up visit within the first 12 months of authorized teaching. This is part of the process for any school in which a remote verification visit takes place. In direct communications with impacted schools we are asking you to confirm your virtual visits within 7 days of receiving the communication. If we do not hear from you within 7 days, we will need to postpone your scheduled visit.

Although we are supporting virtual visits during this time, we know that you highly value face to face visits, as such if you would prefer to postpone your verification visit until such time that it can occur in person that IB will support this request. In the communication sent directly to impacted schools you will have the option of confirming the virtual visit or sharing three potential visit dates between June and October via an online form. The IB aims to confirm your verification visit dates as soon as possible, and no later than one month in advance of the visit.

What happens if I have an upcoming consultancy visit?

Following the recommendations and decisions by the various governing bodies, the IB has been assessing the need to use remote visit protocols in order to ensure that schools are not disadvantaged by this situation. Due to the increasing travel restrictions and wanting to ensure the safety of our IB community, the IB has made the decision that all consultancy visits currently scheduled between 12 March and 31 May 2020 will be conducted using remote visit protocols. These protocols have been emailed to impacted schools. If you have not received them, please contact your Programme Relationship Manager. Please know that we have worked with our IB educators to ensure they are prepared to conduct the visit remotely. In direct communications with impacted schools we are asking you to confirm your virtual visits within 7 days of

receiving the communication. If we do not hear from you within 7 days, we will need to postpone your scheduled visit.

Although we are supporting virtual visits during this time, we know that you highly value face to face visits, as such if you would prefer to postpone your consultancy visit until such time that it can occur in person we kindly request you communicate directly with your consultant and confirm a visit date between June and October. Once this date has been confirmed, please ask your consultant to communicate it to the IB directly.

Virtual Visits – Authorization Process

Support for schools and educators undertaking virtual visits due to Coronavirus

Due to the increasing travel restrictions and wanting to ensure the safety of our IB community, the IB has made the decision that all verification visits and consultancy visits currently scheduled between 12 March and 31 May 2020 will be conducted using remote visit protocols. In order to best support our schools, we need to be as flexible as possible in our approach. The guide itself is set up for the school being in session, however, as we know there are many variations; school staff are at the school but there are no students, the leadership team is at the school, but no teachers or students are on campus, all parties working and learning from home etc.

What must be in place for the visit to continue?

During these extraordinary times the assigned IB educators will not travel to the Global Centre to conduct the visit, instead they will conduct the visit from their home location. As part of the visit process assigned educators must be able to schedule meetings with all relevant stakeholders, leadership, teachers, students, and parents. If these meetings can be scheduled using virtual communication tools the visit can continue.

How will the meetings take place?

The remote visits for should be carried out over the regular time frame, staying as close as possible to the agenda for a face-to-face visit. For each scheduled meeting the agenda will provide a link to a virtual meeting room via Skype, WebEx, etc. which all participants and team members can click on to enter. It is the responsibility of the team leader to ensure all meetings are set up with the appropriate meeting room link and that the virtual communication tool being used is accessible by the school. The team leader should confirm the schools preferred method of virtual communication tool prior to setting the agenda. If the team leader and school are not able to confirm a virtual communication tool that suits both parties, the team leader should contact the Programme relationship manager for ongoing support.

How can evidence of facilities (including exam storage) be provided?

We understand that during this time of disruption that schools may not be able to provide visual evidence of facilities. If this is the situation the school finds itself in, visual evidence for practices that could not be obtained during the visit time will be requested through the MTBA process for verification visits. The school will provide descriptions of facilities during the virtual visit and these will be documented by the visiting team/consultant as part of the findings.

How can evidence of teaching and learning be provided (PYP and MYP)?

Schools have been very resilient in during this time, implementing online learning initiatives to ensure that teaching and learning can continue. We encourage schools to use the online learning environments as demonstration of their commitment to inquiry-based pedagogy.

What happens if a school experiences a closure at the very last moment?

During this uncertain time, it is important that we all remain in communication with one another. There is the potential that a school may close in the lead up to, the morning of, or even midway through a visit. If this is the case, we ask that the school contacts their Programme Relationship Manager and the visiting team/consultant as a matter of priority. The IB will then reschedule the visit in conjunction with the school.

Who should I contact?

Schools: Please contact your Programme Relationship Manager

Educators:

1. For logistics questions please contact School Delivery
2. For collecting evidence against the Standards and Practices questions please contact the school's Programme Relationship Manager
3. For role-based questions, including the setting up of virtual meetings, please contact your Programme Relationship Manager.

Evaluation

My evaluation visit has been postponed; how will I arrange the new date?

School delivery will be in touch with you after May 2020 to arrange the next date for your evaluation visit.

My evaluation has been postponed; will I need to re-upload the documents or provide an update on any of the documents for the visit?

No, you will not unless you agree with your IB World School manager to upload more documents.

We had a matter to be addressed for B2.3a, which is a professional development requirement. The workshop for the teachers to attend and address this matter has been cancelled. Will we receive an extension to the deadline to meet this matter?

Yes. Please contact your IB World School manager to agree on a plan forward.

Is it possible to arrange a virtual evaluation visit if the visiting team is unable to travel to my school?

In restricted travel and event situations, such as we are currently experiencing, it may be possible to have your evaluation visit conducted remotely (virtually). Please contact your IB World School manager in the first instance to discuss this option.

Travel and events

Will I be refunded for my workshop place?

For participants/schools based in mainland China, we will provide a full refund.

For participants/schools in Hong Kong SAR China, we will provide a credit note to be used for future events.

For participants outside of mainland China and Hong Kong SAR China, our normal refund policies will apply. Please contact support@ibo.org for advice.

Can I attend another IB global conference?

There are conferences later in the year in Toronto and the Hague. Find out more about [IB conferences](#).

How will I be refunded for my registration?

Refunds are being processed automatically and will be completed in 30 days. If you have not received your refund 30 days after receiving your cancellation email, please contact myaccount@ibo.org

I was going to pay for my conference place through invoice—what should I do?

If you were due to pay via invoice, we will cancel the invoice and you will not be charged.

