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COVID-19 (Coronavirus) outbreak FAQs

Last update: 23 March 2020

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 our global community of IB World schools are based on compassion for our students and teachers and, fairness for the difficult circumstances our students and educators are experiencing. We are grateful 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 has determined the most responsible and ethical way forward.

The IB will be taking the following actions for the 2020 May Examination session:

- The May 2020 examinations as scheduled between 30 April and 22 May for Diploma Programme and Career-related Programme candidates will no longer be held.
- Depending on what they registered for, the student will be awarded a Diploma or a Course Certificate which reflects their standard of work. This is based on student's coursework and the established assessment expertise, rigor and quality control already built into the programmes.

Full detail and FAQs will be sent to schools by 27 March 2020 (CET). Initial FAQs are available below.

We know that schools and May 2020 students 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**

What actions has the IB taken to protect its community during the COVID-19 (Coronavirus) outbreak?

At the IB, our top priority is the safety of our IB community. We are continuously monitoring the rapidly evolving situation and will provide IB stakeholders with updates as we have them. Following the recommendations by the various governing bodies, including local Ministries of Health, the IB has decided to postpone planned events and activities in mainland China, Macau and Hong Kong SAR China until the end of May. These will be rescheduled at a future date. Furthermore, the decision has been made to cancel the IB Global Conference in Bangkok, Thailand.

For our IBEN members located in mainland China, Macau and Hong Kong SAR China, or who have travelled there since 31 December, the IB has decided not to allocate visits or workshops until further notice.

School closures

Due to COVID-19, 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—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.

I'm part of an IB World school faculty and my school has been closed what do I do?

If your school has been closed due to government restrictions because of COVID-19, please ask your coordinator to contact Support@ibo.org.

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 to students to keep up with their education, including transferring to another IB World School or completing presentations and oral assessments virtually.

Coursework and deadline extensions

My School is under a forced closure due to COVID-19 (Coronavirus)—how will the IB support us in meeting coursework deadlines?

The IB has implemented the following deadline extensions for schools currently closed due to COVID-19, if your school has been closed please contact support@ibo.org

- eCoursework early component deadline (15 March) extended to **12 April**
- Internal assessment deadline (20 April) extended to **20 May**
- MYP personal project and ePortfolio deadline (20 April) extended to **20 May**
- CAS completion entry deadline (1 June) extended to **3 July**
- Predicted grade entry for DP, CP and MYP is extended to **1 June**
- Externally assessed components for film, dance, music, theatre and visual arts extended to **30 May**
- CP service learning and language development components to **1 June**
- Language A: literature school-supported, self-taught alternative oral to **30 May**

*It is important to note that while the IB will make every effort to ensure that student work is marked for issue of results, with the evolving nature of this situation and increasing number of students impacted, there may be a situation where students will receive a pending grade for subjects where coursework was received too close to issue of results.

As the situation is evolving, we ask that schools impacted by COVID-19 (Coronavirus) get in contact with the IB's Adverse Circumstances team at support@ibo.org should they require additional support with regards to assessment.

If your school has been closed for two weeks or more due to government guidelines, these deadline extensions will apply. However, please contact support@ibo.org to notify the IB if your school is closed.

Completing assessment components

How can we use video conference / 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 / stimulus sent to the candidates must be clean copies
- Copy of any abstract / stimulus sent to the candidates must not be previously known / 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 be read during the recording time
- The room should be free of any written material on the walls/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/ 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/ technical issues mean that the oral assessment cannot continue, it must be rescheduled to a later date/ time. 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 presentations, where it is the quality of the student's thinking and not their presentation skills which is being assessed, 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 / voice calls for language orals when a candidate's school is closed, and the candidate is located 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 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 / 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. If the group performance has not been completed, IB's preferred approach is to delay the conduct of the component until the school is open and meeting a submission deadline of 30 May 2020. 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.

For these components the IB is extending the submission deadline to 30th May 2020. Schools should contact the IB if school closure continues to impact beyond this date.

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 artworks 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.

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 by the candidate/their supervisor. Digital signatures may be typed or scanned.

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 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/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. 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.

Examinations

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 our global community of IB World schools are based on compassion for our students and teachers and, fairness for the difficult circumstances our students and educators are experiencing. We are grateful 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 has determined the most responsible and ethical way forward.

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the established assessment expertise, rigor and quality control already built into the programmes.

Full detail and FAQs will be sent to schools by 27 March 2020 (CET). Initial FAQs are available below.

We know that schools and May 2020 students 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.

MYP Assessment

Information about the Middle Years Programme eAssessment examinations due to be held 11-22 May will be provided by 27 March.

Will there be exams in May 2020?

No. The May 2020 examinations scheduled between 30 April and 22 May for Diploma Programme (DP) and Career-related Programme (CP) candidates will no longer be held. We took this decision to ensure the safety and well-being of our students and educators during these challenging times.

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 are able to be assessed globally.

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

The IB has extended deadlines for coursework elements. Please see our comprehensive FAQs for full details. 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 the IB will mark. In addition, we are advising schools to upload all completed coursework as soon as they are able.

Will the information on the Diploma be any different than in previous years?

Yes, only because we cannot hold summative exams. However, we are confident that years of professional assessment experience will allow us to make the best of this situation.

The IB will issue Diploma Certificates and Course Certificates and we will confirm how the information included on them will look like on the course results transcript.

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.

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.

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

How will a student be awarded an IB diploma or certificate? Will the IB award the diploma pass/fail or will there be grades?

The IB will use a range of evidence to award the Diploma or course certificate including coursework already completed by the student.

Will the grades still be released on the 5 July?

Yes, we intend to release results on the 5 July. If this changes we will inform you. It is our intent that all students will receive results on time and will be able to provide results to universities and other institutions. Please ensure that your coursework and predicted grades are submitted as soon as is possible.

Have universities agreed to accept results for admission?

We have consulted with universities and in order to support students we will continue to work closely with universities and colleges as they receive results. These are unprecedented circumstances and we are committed to supporting students throughout the admissions process.

Are MYP eAssessments also going to be postponed or cancelled?

We will provide information about the MYP examination session next week.

What are my options around the November 2020 exams?

Students are able to defer to sit their examinations in November 2020.

Why can't the IB move the examination session?

Creating examinations for over 200,000 global students each year takes a considerable amount of work, with the work beginning at least 18 months before the date that students will finally sit the exam paper. Behind this process, there is also a large infrastructure of printing, posting and scanning the papers that underpins the session. These companies carefully schedule their work to ensure they can support multiple assessment bodies across the world throughout the year. If we moved the examination session these companies may not be able to support the IB.

In addition, the COVID-19 (Coronavirus) outbreak is affecting different parts of the world at different times and is a rapidly evolving situation. Currently, there are schools globally who are not affected and whose students are preparing to take their examinations in May, while for other schools, it is not yet certain that they will be open for the exams. Even if we were able to move the examination session, we may find the same problem as now, with some schools able to sit the exams and others not.

We understand this is a very difficult time for schools who have been under extended closures and have provided comprehensive deadline extensions to reduce pressure on schools.

Why can't the IB create an additional examination session?

Creating a third session between May and November is not viable as the IB does not have sufficient time to create new papers. The infrastructure that supports the examination session may not be available, and the overlap with the May session would mean that experienced examiners would not be available to support the additional session.

If it were possible to create an additional examination session, due to the rapidly evolving nature of the COVID-19 (Coronavirus) outbreak, we may find the same problem as now, with some schools able to sit the exams and others not.

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. The IB has offered a deadline extension to schools under forced closures due to COVID-19 (Coronavirus).

Will predicted grades be used as final grades?

The use of predicted grades is not valid for final assessment outcomes. We have offered a deadline extension for coursework and continue to explore options for students impacted by school closures due to COVID-19 (Coronavirus). As the situation is difficult to predict, we are continuing to monitor closely, and schools can contact the IB for further assistance via support@ibo.org

Why can't the IB use predicted grades to award diplomas?

Predicted grades are used alongside teacher feedback about examinations and expert opinions from our senior examiners when we set grade boundaries each year.

While our schools are generally good at predicting the grades that will be achieved by their students, it is still only a prediction. Looking at data over the five years between 2010-2015 we know that in 55% of cases, students achieved at least one grade different to what was predicted. Therefore, it is not a reliable way in which to award fair and valid results.

Schools may wish to prepare data showing their students' predicted grades and their previous accuracy rate to support their students during the university admissions process.

My student does not want to defer due to university admissions deadlines

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

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 which can be viewed [here](#). Any student who has not received sufficient teaching has the option to defer to a subsequent session for some or all of the assessments, free of charge. For advice on supporting teaching and learning, please contact your IB World School Manager directly or support@ibo.org.

Should we host our PYP exhibition?

Please refer to the enhanced PYP information on the exhibition. The exhibition should focus on the process as opposed to the final product and a physical exhibit is not necessary. Much of the process can be done digitally with guidance and feedback from the teacher and supervisor remotely. These exhibitions may not be as in-depth but there is lots of opportunity for exciting learning experiences for the students.

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.

Our school in Hong Kong SAR China/mainland China/Macau had a workshop/site visit scheduled—what do we do?

Following the recommendations by the various governing bodies, including local Ministries of Health, the IB has decided to postpone the IB related events at schools in Hong Kong SAR China/mainland China/Macau. These will be rescheduled at a future date. The IB will keep monitoring the situation and as soon as circumstances improve, we will contact schools to reschedule the events/activities.

At the IB, our top priority is the safety of our IB community. We are continuously monitoring the rapidly evolving situation and will provide IB stakeholders with updates as we have them.

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 March 12 and April 30, 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 May and September 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 March 12 and April 30, 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 May and September. 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 COVID-19 (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 March 12 and April 30, 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 educators (IBE's) 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 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 school's 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 with you the next date(s) 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 IBWS 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 IBWS 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). Contact your IBWS Manager in the first instance to discuss this option.

Travel and events

I am due to attend an IB event or workshop what should I do?

If you are due to attend an IB event, please check the [conference page](#) for regular updates. If you are due to attend an IB Workshop, please check our [Professional Development](#) pages for updates or contact support@ibo.org.

Participants should not attend events if they have recently travelled in/from mainland China, Hong Kong SAR China, Macau, Northern Italy, Iran and South Korea. Participants should not attend events if they are showing symptoms of a virus. Please contact support@ibo.org if you have any questions.

Participants should check local and national travel restrictions before attending an event.

The IB will notify participants if an event or workshop is cancelled.

I am due to attend a regional workshop/event in in Hong Kong SAR China/mainland China/Macau—what do I do?

Following the recommendations by the various governing bodies, including local Ministries of Health, the IB has decided to cancel upcoming Regional Workshops in Hong Kong SAR China/mainland China/Macau. We are processing full refunds of registration fees. If travel arrangements have been made, we are unable to refund those costs. We apologize for this inconvenience and encourage participants to contact their travel provider to see what accommodations are available.

The IB will keep monitoring the situation and will be in touch to provide alternative workshop options available in the region and through our online events.

What if I am an attendee of a professional development workshop and would like to attend an IB event in another country?

If you are planning on attending an IB event or workshop and would need to travel from a COVID-19 (Coronavirus) affected area, we encourage you to follow the guidance of your local Health Ministry, The World Health Organization and the country specific travel restrictions where the workshop is located to determine if travel and entry into that country will be permitted.

I'm scheduled to attend a professional development workshop—I am from/have travelled (in the past two weeks) in Hong Kong SAR/mainland China/Macau—should I come?

As you may be aware, some countries are issuing travel restrictions into countries where IB Professional Development workshops are being held. These restrictions may impact your ability to attend the workshop. Please review the country specific travel restrictions where the workshop is located prior to making travel reservations or travelling to ensure you have the most up to date

information. If, unfortunately, you need to cancel your workshop registration, the IB will issue a refund.

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.

What are the general guidelines for workshops and IB events in the United States?

Currently there are no travel restrictions within the United States. We urge travelers to follow guidance from the Center for Disease Control (CDC) and the World Health Organization (WHO), including strict hand hygiene, cough etiquette, avoidance of ill individuals and general social distancing. If you are not well, we recommend you do not travel. For the latest travel information regarding IB events please visit ibo.org.

What is the status of the IB Global Conference Bangkok?

Due to the continuing spread of the COVID-19 (Coronavirus) and taking into consideration the travel restrictions in place, the IB has made the decision to cancel the IB Global Conference in Bangkok, Thailand, scheduled for 17-19 March 2020. At the IB, our top priority is the safety of our IB community and vendors. The IB will reimburse participants registered to attend.

Can I attend another IB global conference?

There are conferences later in the year in Toronto and the Hague. You can find out more about our other conferences [here](#).

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.

What is the status of the European Education Festival (Warsaw 2020)?

Following a recommendation issued by the Polish Chief Sanitary Inspectorate and the Polish Ministry of Science and Higher Education, and in light of the escalating COVID-19 (Coronavirus) outbreak, the European Education Festival, due to take place in Warsaw, Poland on 19 - 20 March 2020, has been cancelled.

Participants, exhibitors and sponsors currently registered for the European Education Festivals in Warsaw will receive full refunds for their registration, exhibitor and sponsorship fees as applicable. If you have booked accommodation with the conference venue, please cancel your reservation as soon as possible to ensure that you do not incur costs.

For specific enquiries email ibaem.development@ibo.org

Universities

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 guide support we can offer 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.