

BBS Complaints, Concerns and Student Appeals Procedures

Concerns and Complaints Philosophy of Bahrain Bayan School (BBS):

The BBS believes that good communication is integral to the successful life of our school. Effective and structured communication chain at the BBS helps to ensure that questions and concerns do not develop into serious problems. The administration is aware that there may be occasions when students or parents disagree with decisions made by the school. In such a situation, there are specific steps and procedures that shall be taken.

For complaints relevant to the IB Diploma Programme, the IBO does not deal directly with students or parents. Any concern about the IB Programme services, requirements or assessments should be communicated to the IB Diploma Programme Coordinator (IBDPC) for explanation or clarification.

It is therefore the intent of the BBS to foster open communications and clear transparency with its community and stakeholders to align with the school's mission of fairness and equity. The BBS welcomes constructive criticism of students and parents whenever it is motivated by a sincere desire to improve the quality of implementation of the offered programmes or to equip the school to do its tasks more effectively and productively to meet the needs of our IB and Non IB students.

This policy and the relevant procedures in this document aim to reassure students, parents, staff members and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- the school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices for students.

BBS School Nondiscrimination Statement:

BBS is committed to a policy of nondiscrimination and equal opportunity for all students, parents/legal guardians, staff, personnel and community members who participate or seek to participate in its programmes or activities. Therefore, BBS does not discriminate against any individual on the basis of race, religion, gender, color, disability, age, national origin, or any other applicable status protected by the Kingdom of Bahrain Law.

General Guidelines :

From time to time, students or parents may have questions or concerns that they wish to bring to the attention of appropriate school staff member/s. Students and parents are encouraged to discuss problems and complaints through emails, phone calls, and scheduled meetings.

The following general procedures will help to ensure that all communication is timely and effective:

1. Contact the classroom teacher when the problem concerns a student's academic work, instructional materials and/or classroom environment.
2. Contact the school Counselor when problems are personal.
3. Contact the DP Coordinator when questions are related to the IB academic program and a student's overall performance and progress.

4. Contact the AEA (Additional Educational Assistance) Coordinator to begin meetings to determine if special learning accommodations are warranted.
5. Contact the Principal or Vice Principal or the Director of Academic Affairs when problems cannot be resolved with the teacher or coordinator.

In order to attend to students' and parents' complaints, all should follow the right communication flow chart. Please refer to:
[Communication Flow Document](#)

General Guidelines for IB Students:

- 1- When a complaint relevant to the IB programme is being submitted, the IB teacher will provide the student or his/her parent/guardian the opportunity to discuss a decision or situation that the student considers unjust or unfair.
- 2- If the incident remains unresolved, the student or his/her parent/guardian or the teacher may bring the matter to the IB Diploma Programme Coordinator's attention for consideration and action.
- 3- If the incident remains unresolved, the student, his/her parent/guardian or the teacher may bring the matter to the Principal's/ Vice Principal's attention for consideration and action.
- 4- The student may also bring the matter to the attention of the Student Council for possible presentation to the Principal.
- 5- If the matter is still unresolved, the complaining party may bring the matter to the Director of Academic Affairs.
- 6- If the matter is still unresolved, the complaining party may bring it in writing to the BBS Education Committee for review. The IBDP Coordinator is to be involved and communicate with the IBO for advice and further guidance.

Student Complaints, Concerns, and Grievances:

BBS provides a grievance procedure as a formal method for the resolution of any grievances or complaints concerning the treatment of IB students at BBS. These grievances may arise from allegations of violations of student legal rights or BBS policies. The school will resolve students' or parents' complaints and grievances through an efficient and orderly swift process and manner in adherence to the IB guidelines and BBS High School protocols and internal policies.

The Complaint Procedure: -adopted from *IB Official Document "IB Complaints Procedure, 2018"*

This procedure has been adopted by the school in reference to the *IB Official Document "IB Complaints Procedure, 2018"*. The aim of the procedure is to assist the BBS IB students, parents and IB staff with the resolution of complaints related to certain IB issues.

The BBS is committed to providing an excellent quality of service. We value the views and feedback we receive from all stakeholders and aim to make continuous improvements to maintain a rigorous implementation of the programme based on the 2020 IB Standards and Practices.

If you have a query, please contact the school's IBDP Coordinator so that – wherever possible – Your queries will be answered before they become complaints.

To enable the school to handle your complaints effectively, we ask that you understand the principles and follow the procedures explained in this document.

Principles of the Procedures: “adopted from IB Official Document (IB Complaints Procedure) , 2018”

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between BBS Community, IB Office and IB staff.

Fairness – similar to the IBO policy in this regard , the aim is to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – similar to the IBO policy in this regard , all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility and Transparency –similar to the IBO policy in this regard , the aim is to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness– similar to the IBO policy in this regard , the aim is to ensure that all complaints are dealt with in a timely manner, following the proper chain/flow of communication.

Effectiveness– similar to the IBO policy in this regard , the complaints procedure is monitored and reviewed to ensure it continues to be effective. The following people have a particular responsibility to listen to and to try and resolve complaints: IBDP, HS Principal , HS Vice Principal, HS IB Subject Leaders and Teachers , and/ or Child Study Team (CST).

Attentiveness–similar to the IBO policy in this regard , the IB student or parent will be given every opportunity to put forward their complaint, and they can be assured that we are listening. The IBDP Coordinator will update students and parents on the process and status of their complaint as appropriate.

Scope of the Procedure for IB Students and Parents:

- **What this procedure covers:**

Any BBS parent and IB candidate who is a full Diploma or course student and has concerns about the IB programme (assessments , results, external grading, etc.) , can make a complaint to the BBS IB Office which, in most cases, will result in a formal response after consultation with the IBO support team and reference to IB Guides.

To maximize the chances of a quick resolution/ answer , we ask that you submit your complaint to the IB Office the earliest possible . The BBS administration and IB Office are committed to handle all complaints sensitively and efficiently in line with the procedures and principles of the school’s and IB’s .

- **What this procedure does NOT cover:**

Please note that there are some matters that cannot be dealt with under this procedure because the BBS has no legal right to do so or because there is already a separate procedure in place. The matters that cannot be dealt with are:

- Complaints regarding decisions made by the IBO.

BBS is independent from the IB and is solely responsible for the implementation and quality of teaching of the DP programme. The BBS parents and students have no jurisdiction over decisions made by the IBO, as set forth in the General Regulations.

As a result, the IB does not resolve complaints by students, their legal guardians or teachers regarding decisions which fall within the remit of the BBS. If you wish to make a complaint regarding such decisions

you will need to contact the BBS admin and IBDPC and, where they exist, you should follow the internal complaints procedures set out by the School.

- There is a separate procedure to deal with re-marking of Diploma Programme work. All requests for the re-marking of work or appeals against examination results or other assessment decisions must follow the procedures outlined in the General IB Regulations. Requests for remarking must be initiated by the IB Coordinator, who also registers candidates and assists with any assessment issues. Candidates or their legal guardians should contact the IB Coordinator in BBS.

For students and parents or community members expressing a concern or complaint, the following process shall be followed:

Process of Making a Complaint:

A- Prior to making a complaint:

Before submitting a complaint under this procedure, you need to determine if your issue relates to a matter that can be dealt with through this process.

1. If your issue relates to an assessment decision, you must follow the procedures found in the General regulations: Diploma Programme or contact BBS IB Coordinator.
2. If you have an issue that relates to the IB programme and its service or subject course department , where possible, you initially try to resolve the situation informally before submitting a formal complaint under this procedure. Attempting to resolve the situation informally does not prevent you from making a formal complaint at a later stage if necessary.

B- Submitting a formal complaint:

If it has not been possible to resolve your issue informally or you wish to submit a formal complaint, the following procedure outlines how to submit your complaint to the IB Office:

C- Initial submission of a formal complaint:

Complaints should be submitted via email to the IBDPC , CCing the High School Principal and Vice Principal. Please provide as much information as possible about the nature of your complaint and the departments or services involved. **Specifically, you must supply us with the following:**

- Your name, a contact address and telephone number or email address to allow us to contact you with regards to the complaint.
- If you are an IB student (or legal guardian of an IB student), the name and personal code OR BBS ID # of the student should be provided .
- The service and/or department your complaint relates to.
- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

The IB Office will acknowledge receipt of your complaint and will collaboratively discuss your complaints with the concerned IB team or BBS admin member .

The IBDPC ,in collaboration with the HS Principal, Vice Principal and Head of Departments/Subject Leaders and Teachers will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. BBS staff will aim to respond to you with their conclusions within two weeks of receipt

of the complaint . Where more time is required you will be notified, with an estimate of the timeline for receiving a final response.

The IB Office and BBS Administration reserve the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.

D- Appeal against the response of the IBDPC, BBS Subject Leader/ Teacher or HS Principal :

If your complaint falls within the scope of this procedure, and you remain dissatisfied with the response you receive, you may appeal to the BBS Director of Academic Affairs.

The appeal to the Director should be made within a week of you receiving a final response from the IB Office. Please provide full details of the reasons for the appeal and any relevant information including all correspondence with the IB Office or BBS IB Staff member in relation to the complaint and the response you have received from the IBDPC, IB Subject Leader, or High School Principal/Vice Principal.

Your appeal should be clearly marked as “an appeal against the response received in relation to a complaint”, be addressed to the Director of Academic Affairs and emailed to medhat.merabi@bayanschool.edu.bh.

Please note that you will not receive a response if you have not first submitted your complaint through the IBDPC and received a reply. Similar to the submission of complaints, receipt of your application will be acknowledged within three business days.

The Director of Academic Affairs will aim to communicate to you the outcome of his/her review within 21 business days of receiving your complaint. Where more time is required, you will be contacted without delay and provided with an update on progress of the review and an estimate of when you will receive a final response.

The role of BBS Child Study Team:

The Child Study Team (CST) is composed of the Principal, Vice Principal, Behavior Management/Academic Concerns Coordinator, Counselors, AEA Coordinator and the IBDP Coordinator. The CST evaluates students' behavioral and academic concerns and determines the best interventions based on the student's needs.

With the sole intention of assisting students to succeed, the CST meets on a weekly basis to discuss and improve on the selected student interventions. Teachers refer cases to the Behavior Management/Academic Concerns Coordinators and Vice Principals who are then referred to the CST.

What Complaints are covered by this procedure?

A- Academic Concerns:

IB students with academic or social concerns must be referred to the IBDP Coordinator and Counselors using the Academic Referral Form which can be found in the school's shared drive on BBS Dashboard. The IBDP and counselors will follow-up on students, take their cases to the CST, and work with teachers and administration on a plan of action for the student.

Examples of Academic and Social concerns are:

- Student does not have the ATL skills to succeed in the IB subject/s.
- Student does not come prepared to class.
- Student does not complete assignments or Internal Assessments in a timely manner.
- Student does not participate in class activities or CAS experiences.
- Student is having difficulty understanding the curriculum (topics and concepts) being taught.
- Student does not complete their class-work in a timely manner.
- Student's grade/s is a 'D+' or below.
- Student does not work well with others.

Examples of IB Diploma Programme Concerns and Requested Appeals:

- Student wants to challenge the official IB exams grades (EUR- Enquiry Upon Results).
- Student violates the IB and BBS academic integrity policy.
- Student does not attend the IB official exams due to adverse circumstances.
- Student wants to challenge his/her predicted grades (SiPGE)- only applicable in 2021 and 2022 due to Covid 19.
- Student requests reviewing his subject component exam papers (EUR).
- Student wants to withdraw from the IB Examination session.
- Student wants to add or drop IB course/s.

BBS IB Diploma Programme Rules and Regulations

This document describes the rules that apply to IB Diploma Programme at BBS and ***is drafted in reference to the 2018 "Rules for IB World Schools: Diploma Programme", 2016 " General Regulations: Diploma Programme" as well as the school's internal policies.*** The articles listed in this document and the two IB official guides mentioned above are shared with the school community and parents/guardians and students are informed about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

Article 1: School's Responsibilities

- 1- The IBDP programme at BBS is available to all students. No student will be excluded by the grounds of race, nationality or national origin, ethnicity, culture, gender, age,, religious affiliation, political beliefs, disability or any other personal characteristic as prohibited by the law.
- 2- It is the school's practice to make its assessment available to all IB candidates who have fulfilled the school's and the IB's academic requirements and paid the required fees to register for an IB examination session.

- 3- It is the school's responsibility to determine whether it can enroll a candidate with learning support requirements into the DP. BBS ensures that legal guardians and candidates themselves are aware of the inclusive assessment arrangements recommended by the IB for candidates with learning support requirements. The school is permitted to make inclusive assessment arrangements for such candidates in accordance with the policy and procedures outlined in the relevant IB publication on inclusive education and in the assessment procedures.
- 4- BBS ensures that it implements the IB Diploma programme in line with the documents published by the IB for that purpose.
- 5- BBS complies with the *Rules for IB World Schools: Diploma Programme and General regulations: Diploma Programme*, available in separate documents, as well as with the administrative requirements detailed in the *Handbook of procedures for the Diploma Programme*, which is the handbook for DP coordinators and teachers and is supplied to schools by the IB.
- 6- The IBO sets the curriculum and assessment requirements leading to the award of the IB Diploma or DP Course Results and is the sole organization entitled to award them. The IB Diploma or DP Course Results is awarded to candidates who have satisfied the assessment requirements in accordance with these general regulations and the administrative requirements detailed in the handbook. Schools must comply with the details, deadlines and procedures stated in the handbook for the relevant examination session.
- 7- BBS appoints a DP coordinator to manage the implementation of the DP in the school. This person will be available during the written examinations in May and when results are issued to ensure that all candidates receive their results. Additionally, BBS ensures that an appropriate contact person, who may or may not be the coordinator, is available after results have been issued to candidates to request the enquiry upon results service on their behalf and/or register them for the forthcoming examination session, if appropriate.

Article 2: Candidate's Responsibilities

- 1- BBS is responsible for ensuring that candidates comply with all assessment requirements for the DP. If candidates do not comply with these requirements, then no grade will be awarded in the subject(s)/element(s) concerned.
- 2- To qualify for the award of the IB Diploma, a candidate must follow the course of study and undertake assessment for the DP. In addition to subject requirements, the IB Diploma has three further requirements (collectively known as the "core"): an extended essay and theory of knowledge, which are both assessed, as well as creativity, activity, service "CAS", a programme of activities that must be successfully completed.
- 3- A candidate will be awarded DP Course Results if they follow the course of study and assessment for the selected subject(s) and/or one or more core elements. Subjects of the DP normally include both internal and external assessment.
- 4- Candidates and their legal guardian(s) must use the school's DP coordinator as the intermediary for any communication with the IB. If either a candidate or his or her legal guardian(s) has a question about the general characteristics of the DP, its administration or how the school implements it, they must raise the matter with the school's DP coordinator.
- 5- Candidates, whether studying for the IB Diploma or DP Course Results, must complete all requirements within the two-year period of the programme or within an extended period of study if a candidate retakes one or more subjects.
- 6- Candidates are required to act in a responsible and ethical manner throughout their participation in the DP, as determined by the BBS Academic Integrity Policy and the IB at its sole discretion, which

both include not engaging in academic misconduct, and must be in good standing at the school at the time of the examinations.

- 7- BBS and the IB are entitled to refuse to mark or moderate assessment submissions if a candidate has acted in an irresponsible or unethical manner in connection with that part of assessment for the DP, or if a candidate submits inappropriate material that is unrelated to the content of the assessment.

Article 3: University Recognition

- 1- The IBO actively promotes wide recognition and acceptance of the IB Diploma as a basis for the exit of secondary/high school education and/or entry to courses at universities and other institutions of higher/ further education, but the requirements of individual institutions and the relevant authorities of a country are beyond the IB's control and subject to change. The IB and BBS, therefore, do not guarantee recognition of the IB Diploma or DP Course Results, and do not accept responsibility for the consequences of any change in recognition practice by a university or other institution or relevant authorities in a country. Consequently, candidates and legal guardians bear the sole responsibility for verifying the entry requirements of the universities and other institutions of higher/further education to which they are interested in applying.

Article 4: Intellectual Property of the IB

- 1- The IBDP content of the curriculum and assessment as well as all materials produced and published by the IB in any form, remain the sole property and copyright of the IB.
- 2- BBS can reproduce IB documents by making copies of materials prepared by the IB specifically for candidate use or to inform parents/ legal guardians, with the exception of examination papers and materials for the forthcoming examination session, which must not be copied or reproduced under any circumstances.

Article 5: Copyrights in material submitted to the IB

- 1- Candidates produce materials in a variety of forms that are submitted to the IB as part of the assessment requirements. These assessment materials (hereinafter "materials") include all forms of written work, audio and visual materials, computer programs and data and, in certain cases, may contain images or voices of the candidates.
- 2- Candidates retain copyright in all materials submitted for assessment purposes, but by submitting those materials candidates thereby grant the IB a non-exclusive, charge-free, worldwide license, for the duration of the applicable jurisdiction's copyright protection, to:
 - reproduce submitted materials
 - use the image and voice of the candidate where they appear on audio or video materials
 - reproduce any musical performances in any medium.
- 3- Where the IB uses these materials for purposes other than assessment, it may modify, translate or otherwise change them to meet particular needs and will, in most cases, anonymize them before publication in print or in electronic form. If the purpose of the publication is to focus on work of a particularly high standard the candidate and school may be identified and the school informed beforehand.
- 4- Under exceptional circumstances a candidate and/or a candidate's legal guardian may withdraw the aspects of the license relating to use of a candidate's work outside of an assessment context for a specific piece of work. In such cases, the IB must be notified and the candidate must submit a

written notification to the school's DP coordinator who has the duty to inform the IB by the due date set forth in the assessment procedures. In these cases, the IB will use the material only for assessment purposes.

- 5- Under the license granted upon submission for assessment purposes, the IB can electronically scan, store or reproduce submitted materials in any media in order to allow the materials to be communicated to examiners, moderators and any other persons involved in the assessment process or any subsequent appeals (including third-party vendors and/or services providers). The materials may also be used in the training of examiners. Material for which a candidate has withdrawn the aspects of the license relating to use of candidate work outside of an assessment context will not be placed in any IB publications or for any commercial or promotional purposes.
- 6- Candidate materials may include assessment tasks that have been created by teachers within the terms of their contract of employment and that are the copyright of the school. By submitting such materials, the school is granting to the IB a non-exclusive, charge-free, worldwide license to reproduce submitted materials in any medium for assessment, educational, training and/or promotional purposes relating to the IB's activities, or to those related activities of which it approves. Such license shall become effective from the date of submission to the IB.
- 7- Materials submitted for assessment, or reproductions of them, are either internally assessed by teachers in the schools (whose marks are moderated) or externally assessed by IB examiners. Wherever the materials or reproductions are held during their assessment, for example, by the school or a third party, they are always held on behalf of the IB and in a manner that is compliant with applicable privacy regulations.
- 8- All materials submitted to the IB for assessment, and reproductions of such materials, become the property of the IB. Once the materials have been assessed, the IB is entitled to retain the materials for record-keeping purposes or to eventually destroy them according to its needs and legal obligations.
- 9- Candidates are entitled to request the return of a copy of their externally assessed work, provided such application is made for a May session by 15 September in the same year. In all cases, to be valid the application must be submitted to the IB by the school's DP coordinator according to the procedures stated in the IB Assessment Procedures handbook.

Article 6: Use of Candidate Data

- 1- "Candidate data" is any information or data relating to a candidate that can identify the candidate or make the candidate identifiable, whether by itself or in combination with other information, such as name, address, email address, date of birth, phone numbers, financial information, assessment results, materials, image, voice, and/or mental and physical health information.
- 2- The IBO operates globally and is subject to a variety of legal requirements about personal data, personal information and privacy, so it manages the protection of candidate data on a global basis. Schools are based all over the world and are subject to data protection and privacy laws and regulations regarding candidate data in their respective countries. Each school hereby represents and warrants to the IB that it complies with the applicable data protection and privacy laws in its respective country with respect to candidate data and will fully cooperate with the IB in complying with any such laws.
- 3- BBS undertakes to seek express consent from candidates and/ or their legal guardians for processing of candidate data for the purposes listed in no 5 of this article.
- 4- BBS only uses or processes the candidate data as necessary for the purpose for which it was collected as defined in no 5 below. BBS is to protect candidate data against unauthorized or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure, and

has taken reasonable measures to ensure the reliability of, and compliance by, any employees who have access to candidate data.

- 5- Candidate data may be used for the following purposes:
 - registering candidates in the DP and administering the DP and its requirements for the candidate and school, including sensitive personal data if making determinations about assessment accommodations
 - to provide DP support and services for the candidate and school, including website services and online forums, assessment services and accommodations, and assisting candidates and school with providing information to institutions of higher education (such as universities and colleges or governmental authorities related to admission to institutions of higher education)
 - research and statistical analysis related to the IB's mission, including research on assessments and results and the effectiveness of the DP
 - advertising and promotional purposes for the IB (such as student and/or alumni networks and social media platforms)
 - educational, training, commercial and other compatible purposes
 - to engage in and process transactions with the candidate or school
 - to fulfill statutory, regulatory, reporting and/or legal obligations.

Article 7: IBDP Course Changes (Add & Drop)

Any student can change IB courses or drop out of the IB Diploma Programme in the first two weeks of the first semester in DP Year 1 or the first week of the first semester in DP Year 2. Once the student decides to drop the full IB, the student must inform the IB Coordinator and counselor so that the student's schedule can be changed to an IB course or non-IB schedule by the counselor. However, the process does not guarantee that the student will be able to change his/her schedule and is able to enroll in the requested classes due to scheduling limitations, and depending on the number of students registered in the requested class/course. Once the student opts out of the IB Program, he/she will not be reinstated.

Students are asked in September prior to registering for the next year's courses if they wish to stay or leave the IB program. Students staying will complete an IB Registration form and students leaving must inform the IB Coordinator and counselor.

- 1- It is not part of the BBS internal policies for students to make changes to their class assignments. For course changes, students must consult their Teachers, Counselors, IB Coordinator, and/ or the Principal. Any changes must be made within the first two weeks in DP Year 1 semester 1 or the first week of the second semester in DP Year 1. Another option is for students to drop IB courses or change from HL to SL level only in the first week in DP Year 2 .
- 2- Bahrain Bayan School highly encourages students to be enrolled in at least two IB courses during their grade 11 and 12 academic years. IB courses help students prepare for university by allowing them to engage in advanced coursework and sharpen their learning skills.
- 3- The dates for add/drop periods are listed on the BBS academic calendar and the IB office Internal Assessment Deadline calendar. Students may add/drop a course only during the specified add/drop period. When adding or dropping a course, a student must:
 - Consult with the IB DPC, IB Subject Leaders and Teachers and designated Counselor to complete the required form(s).

- Submit the completed form(s) with all relevant signatures to the IB Office.
- Check " PowerSchool" for the new verified changes regarding the add/drop request (s).

4- At the end of the first semester in the IB program (junior year), full diploma students that are failing three or more classes will be automatically dropped from any IB class in which they are failing. They will also be dropped from TOK, EE and CAS. They will remain in the IB classes in which they are passing as IB course candidate students.

5- Any student that wants to drop an IB class of their own volition will only be able to do so in the second term of junior year or the first term of their senior year. There will need to be a meeting with the student, their parent/guardian, the IB Coordinator, and/ or the High School Principal to discuss this request. This meeting needs to occur before the start of the student's senior year. Once a student starts their senior year in an IB class, s/he will not be allowed to drop from that class after the "add and drop" period finishes.

6- A student may take no more than 4 weighted (HL) courses and sign a consent letter to evidence his/her commitment to meeting the standards of these courses. Failing to meet this condition, the student will be asked to drop one of the HL courses.

7- Students are not allowed to request changing levels from SL to HL in Grade 12.

8- After the IB registration period (beginning of November), students are financially responsible for the courses from which they drop. No refund will be given.

9- Students are not allowed to request adding a new SL or HL course towards the end of the first year (DP 1). Changing levels from HL to SL to any registered course will be accepted though.

FAQ: School Add and Drop Procedures:

- **Is it possible to change the level or subject of my IB courses once I have registered for them?**

It can be very difficult to make a course change after initial registration. First, the student will have to make up for all the material missed. This can be very challenging by itself . The longer a student waits to make a change, the less likely they will be able to make up the missed learning time, information and required assignments. Furthermore, in order to change courses the schedule has to allow for it. Often it is simply impossible to change courses as the desired course may not be offered at the appropriate time. Another problem can arise if a diploma student wants to drop one of their HL classes or SL, they will have to 'pick up' another HL somewhere else (refer to the IB Master Schedule/Block Schedule). Again, because of scheduling conflicts, this can be difficult depending on which classes are involved. For these or other reasons, course changes may not always be granted . It is very important that a student carefully selects appropriate courses from the outset.

- **What does a year-long course mean?**

A year-long course spans over the period of 2 semesters. Materials taught in Semester 1 will be the student's base for being able to study the materials in Semester 2. In order for students to be in the course during Semester 2, he /she will need to have registered for it at the beginning of the year.

As such, the DROP and ADD period is ONLY open for the following:

- Dropping the same course from HL to SL.
- Dropping the same course from SL to CP (College Preparation- NON IB Course).

- **What is the process for requesting a course change in Grade 11/ DP Year 1?**

If a student is facing exceptional circumstances, he or she may request a course change by taking the following steps:

- 1) Discuss the possibility with both of the IB subject teachers involved.
- 2) Get verbal approval from the IB Coordinator for all IB-related course changes.
- 3) Once the IB Coordinator has approved the change, the student should see the HS Counselor and find out if the change is possible and if longer-term scheduling conflicts may result.
- 4) Meetings between the HS Counselor, the IB Coordinator, and teachers may then be held to determine the appropriateness of the request- taking into consideration the reasons given for the change, past student performance and skills, and the timing of the request.
- 5) If approved, the student will then receive a 'course change form' from the IB Office which will have to be taken by the student for signatures from the parents/guardians, IBDP Coordinator and teachers involved before being returned to the HS Counselor.

- **What happens if a student wants to withdraw his/her registration to take IB exams?**

As with the registration, it is possible to withdraw registration for IB exams under exceptional circumstances and up to a certain date. Penalty fees will once again be administered and are passed on to the student.

- **If a student is withdrawn as a diploma or course candidate, can they regain their previous status??**

Unfortunately, no. Candidates who are removed from the full diploma programme or course class will not be allowed to re-register.

- **If a student drops an HL Course, how will this affect his/her transcript?**

If a student decides to drop an HL Course at the end of Semester 1 of Grade 11, his or her transcript will indicate SL in Semester one for the following courses:

- IB Digital Society
- IB Computer Science
- IB Psychology
- IB Theater

If a student decides to drop an HL Course at the beginning of Grade 12, his or her transcript will indicate SL in Semester 1 and 2 of Grade 11:

- IB Psychology

Article 8: The Diploma Programme Content and Requirements

- 1- Candidates for the IB Diploma must satisfy assessment requirements in six subjects and the core. All higher-level subjects, the core and at least one standard level subject must be taught over the two years of the programme.
- 2- The six subjects must be selected from six groups as described in the BBS Handbook for the examination session, with at least three and not more than four subjects being offered at higher level and the others at standard level. Teaching time is not less than 240 hours for higher level courses and 150 hours for standard level courses.
- 3- In addition to the six subjects, candidates for the IB Diploma must complete the core requirements of:
 - a course in theory of knowledge
 - CAS activities and experiences (completed over the duration of 18 months)
 - an extended essay in a subject available for this purpose to be submitted for assessment, for which the IB recommends approximately 40 hours of work by candidates and 5 hours with the supervisor.
- 4- A subject or subjects (or core requirement) taken by a candidate in addition to the six subjects for the IB Diploma cannot contribute to the award of an IB Diploma.
- 5- BBS ensures that each candidate submitting an extended essay is supervised by a teacher at the school with appropriate qualifications and/or experience in the subject chosen by the candidate and is familiar with the DP. The supervisor may not be a relative of the candidate nor a person who is not a teacher at the school. Refer to BBS 2022-2023 Supervision Process document [here](#).
- 6- An IB Diploma candidate must be registered for an extended essay in one of the DP subjects listed in the BBS handbook as available for the relevant examination session. The extended essay does not have to be written in a subject that has been selected as one of that candidate's six diploma subjects, subject to the advice and approval of the IBDPC and EE Coordinator.
- 7- Extended essays in group 2 are intended for language acquisition learners. Candidates are not permitted to submit a group 2 extended essay in their group 1 language(s).
- 8- Retake candidates wanting to improve the grade for their extended essay may submit either a revised or a new extended essay. If a higher grade is not obtained, the grade from the original essay will stand. A new extended essay can be registered in the same or in a different DP subject.
- 9- An interdisciplinary subject meets the requirements of two groups through a single subject. A further subject must then be chosen to meet the requirement of six subjects for the IB Diploma. The additional subject may be chosen from any group, including one already covered by the interdisciplinary subject. An interdisciplinary subject can contribute to the award of a Bilingual IB Diploma.

Article 9: The Diploma Programme Course Candidates

- 1- Candidates who study and are assessed for subjects, but choose not to take the entire IB Diploma, are referred to as Diploma Programme Course Candidates ("DP Course Candidates"). The subjects chosen are referred to as DP courses and may include the core requirements of theory of knowledge, the extended essay and/or completion of a CAS programme. DP Course Candidates receive DP Course Results. The grades for theory of knowledge and the extended essay will be recorded on the DP Course Results as well as the completion of CAS, if appropriate.
- 2- With regard to DP core requirements, a DP Course Candidate may register for more than one extended essay in the same session. An IB Diploma Candidate may register for a second extended essay as a DP Course Candidate, if this is required for exceptional reasons. No candidate, regardless of his or her registration category, is permitted to register for theory of knowledge or the CAS programme more than once in the same session.

- 3- Any subject or core requirement taken by a DP Course Candidate cannot subsequently contribute to the award of an IB Diploma.
- 4- The regulations and procedures that apply to IB Diploma Candidates in respect of theory of knowledge, the extended essay and CAS also apply to DP Course Candidates.

Article 10: Response Languages

- 1- In groups 1 and 2 candidates must complete their examinations and other forms of assessment in the target language. For subjects in groups 3 to 6, and theory of knowledge, candidates must use English as their response language. An extended essay in groups 1 and 2 must be written in the language of the subject chosen (Arabic or English) and for subjects in groups 3 to 6 an extended essay must be presented in English.

Article 11: Candidate Registration

- 1- Candidate registration is an application by a candidate to take DP assessments. The registration process is conducted using the IB information system (IBIS), a secure web-based service used by BBS IBDP Coordinator, Principal and Vice Principal. Registration must be undertaken by the school's DP coordinator. No other method is available to register candidates. Candidates cannot register themselves for an examination session or make amendments to an existing registration. This cannot be done on their behalf by their legal guardian(s) either.
- 2- A candidate for the IB Diploma or DP Course Results must be registered by a school for each intended examination session and must take the requisite courses and assessments at that school. The school must complete the registration requirements on behalf of the candidate and pay the related fees by the relevant deadlines. It is the sole responsibility of the school to ensure that candidates are registered correctly for an examination session, and candidates sign the IB registration report sent by the IBDPC for accuracy of information at the beginning of DP Year 2.
- 3- The following categories of IB May registration are available at BBS:
 - Diploma: for candidates intending to complete the requirements for the award of an IB Diploma
 - Course: for candidates taking one or more subjects and/or core requirements who are not seeking the award of the IB Diploma
 - Retake: for previous IB Diploma Candidates who are seeking to improve on their results
- 4- If an IB Diploma Candidate retakes a subject to improve his or her results, the highest grade for the subject/core requirement will contribute to the award of the IB Diploma.

Article 12: Grades

- 1- Performance in each subject is graded on a scale of 7 points (maximum) down to 1 point (minimum). Performance in theory of knowledge and the extended essay are each graded on a scale of A (maximum) to E (minimum). The CAS requirement is not assessed. For the IB Diploma, a maximum of 3 points is awarded for combined performance in theory of knowledge and the extended essay. The maximum total DP points score is 45.

Article 13: Award of the IB Diploma

- 1- All assessment components for each of the six subjects and the additional Diploma requirements must be completed in order to qualify for the award of the IB Diploma, except under the conditions stipulated in the articles of Adverse Circumstances and Candidates with Incomplete assessments.
- 2- The IB Diploma will be awarded to a candidate provided all the following requirements have been met:

CAS requirements have been met.

The candidate's total points are 24 or more.

There is no "N" awarded for theory of knowledge, the extended essay or for a contributing subject.

There is no grade E awarded for theory of knowledge and/or the extended essay.

There is no grade 1 awarded in a subject/level.

There are no more than two grade 2s awarded (HL or SL).

There are no more than three grade 3s or below awarded (HL or SL).

The candidate has gained 12 points or more on HL subjects (for candidates who register for four HL subjects, the three highest grades count).

The candidate has gained 9 points or more on SL subjects (candidates who register for two SL subjects must gain at least 5 points at SL).

The candidate has not received a penalty for academic misconduct from the IB or BBS.

Article 13: Form of the IB Results

- 1- Successful IB Diploma Candidates will receive an IB Diploma and a document entitled "Diploma Programme (DP) Results" listing the total IB Diploma points score, the subject grades, confirmation of the completion of all CAS requirements and any points awarded and individual grades for the combination of theory of knowledge and the extended essay.
- 2- A Bilingual IB Diploma will be awarded to a successful candidate who fulfills one or both of the following criteria:
 - Completion of two languages selected from group 1 with the award of a grade 3 or higher in both
 - Completion of one of the subjects from group 3 or group 4 in a language that is not the same as the candidate's group 1 language. The candidate must attain a grade 3 or higher in both the group 1 language and the subject from group 3 or 4.
- 3- An IB Diploma Candidate who fails to satisfy the requirements for the award of an IB Diploma will receive DP Course Results indicating the grades obtained in individual subjects, together with results in theory of knowledge and the extended essay, and confirmation of the completion of all CAS requirements, as appropriate.
- 4- DP Course Candidates receive DP Course Results indicating the results obtained in individual subjects and the core requirements, as appropriate.

Article 14: Enquiry Upon Results (EUR)/ IB Remarking

- 1- A candidate's assessment material may be re-marked, returned to the school (in electronic format or as a photocopy) and/or subject to re-moderation (for internal assessment) as part of the enquiry upon results service. Candidates should pay to Finance in order to process such requests no later than August 20th .
- 2- Re-marking a candidate's assessment material may lead to a higher or a lower grade for the subject. Therefore, before submitting a request for an enquiry upon results service that may result in a change of grade, the candidate or legal guardian must submit a written consent to the IBDP Coordinator ensuring that the candidate and/or the legal guardian are aware that the grade may go up or down.
- 3- Beyond the enquiry upon results service, the coordinator may not request a subsequent re-marking of work or a further moderation of marks for internal assessment. However, the candidate is entitled to submit an appeal under the conditions defined in the Admissibility of an Appeal Article 20.

Article 15: Candidates with Assessment Access Requirements

- 1- A learning support requirement(s) is any permanent or temporary requirement(s) that could put a candidate at a disadvantage and prevent him or her from being able to demonstrate his or her skills and knowledge adequately.
- 2- BBS strives to identify and meet the individual needs of candidates enrolled in the school.
- 3- A learning support requirement(s) often necessitates assessment access arrangements. The IB is able to authorize inclusive assessment arrangements for a candidate with assessment access requirements.
- 4- If a candidate needs inclusive assessment arrangements, the DP coordinator and AEA Coordinator must make such arrangements and, where appropriate, request authorization for inclusive assessment arrangements from the IB according to procedures stated in the IB Assessment Procedures handbook.
- 5- If the inclusive assessment arrangements authorized by the IB are considered inappropriate for a candidate by the school, a candidate or the candidate's legal guardian(s), the DP coordinator, the AEA Coordinator may request a re-evaluation of the candidate's needs to decide whether the authorized arrangements are appropriate. A first re-evaluation of the arrangements will be undertaken by the IB staff who authorized the arrangements. If the first re-evaluation does not then meet with agreement from the school, a second re-evaluation will be undertaken jointly by persons with appropriate qualifications, one who is an IB employee not involved in the original decision and one who is not an employee of the IB. No further re-evaluations are possible after the second re-evaluation. The IB must receive any re-evaluation request from the DP coordinator within one month of the coordinator having received initial confirmation of the authorized inclusive assessment arrangements or the result of the first re-evaluation request, as appropriate.
- 6- If a candidate is granted inclusive assessment arrangements (and these are properly implemented by the school), candidates and/or their legal guardian(s) are not entitled to claim that they are affected by adverse circumstances in the event that assessment results following such arrangements are not at levels desired and/or anticipated by candidates. The authorization of inclusive assessment arrangements is the sole accommodation by the IB for candidates with learning support requirements.

Article 16: Candidates Affected by Adverse Circumstances

- 1- Adverse circumstances are defined as those beyond the control of the candidate that might be detrimental to his or her assessment performance, including severe stress, exceptionally difficult family circumstances, bereavement or events that may threaten the health or safety of candidates. The same circumstances may affect a group of candidates or all candidates within a school. Adverse circumstances do not include:

- Errors or mistakes with respect to registration of candidates
 - The failure of candidates to improve performance despite receiving authorized inclusive assessment arrangements.
- 2- Where a candidate or group of candidates is affected by adverse circumstances prior to the submission of early components (for example, the extended essay, theory of knowledge essay or internal assessment marks/sample work), an extension to the submission deadline may be authorized by the IB upon receipt of the required documentation from the school. An extension must be formally authorized by the IB and is the only possible accommodation that can be offered.
 - 3- Any application for special consideration in cases of adverse circumstances must be submitted to the IB by the school's DP coordinator on behalf of the candidate(s). The application must be received within 10 calendar days of the completion of the final assessment component of the subject concerned and must be supported by a statement written by the DP coordinator and AEA Coordinator as well as by appropriate evidence.
 - 4- If the IB accepts that the performance of a candidate has been affected by adverse circumstances, the IB may, at its discretion, give special consideration to the case, provided that this would not give an advantage in comparison with other candidates. If a candidate's circumstances are deemed "adverse" and qualify for special consideration, an adjustment will be made to the candidate's total mark in the affected subject(s) and/or IB Diploma requirement(s). If the candidate is within one or two scaled marks of the next higher-grade boundary, the candidate's grade in the affected subject(s) (and only in such affected subjects) will be raised; in the case of theory of knowledge and the extended essay, one mark away from the next higher-grade boundary is required for a grade adjustment to be made. This is the only possible accommodation for candidates in the event of adverse circumstances. If a candidate's marks are not within the required range, then no adjustment will be made.
 - 5- If a registered full IB student opts to not attend one of the IB examination sessions they will be granted the non IB subject course on the Bayan transcript for all the courses.
 - 6- If a course registered IB students opts to not attend the IB examination session for any one of the course(s) they will be granted the non IB subject course on the Bayan transcript for that specific course.
 - 7- If a student does not attend the IB examinations sessions for any approved or adverse circumstances then they will be granted the predicted grades for that course, otherwise the student has the option to retake the exam during the next official examination session.

Article 17: Candidates with Incomplete Assessment

- 1- "Incomplete assessment" means that a candidate has not submitted one or more components of the assessment requirements in a subject.
- 2- Any application for special consideration in cases of incomplete assessment must be submitted to the IB by the school's DP coordinator on behalf of the candidate. The application must be received within 10 calendar days of the completion of the final assessment component of the subject concerned and must be supported by a statement written by the DP coordinator as well as by appropriate evidence.
- 3- In cases of incomplete assessment in a subject, the IB may, at its discretion, award a grade for the subject if both of the following circumstances are established.
 - An acceptable reason is provided by the school for the incomplete assessment being beyond the candidate's control, such as illness or injury, the death or funeral of a close relative, unavoidable attendance at a hospital or court of law.
 - The candidate has submitted sufficient work, leading to at least 50 per cent of the total marks available in that subject and including an externally assessed component.

- 4- If both of the foregoing conditions are fulfilled, marks for the missing component will be calculated using an established procedure and based on the candidate's marks for completed components as well as on the distribution of marks of other candidates in the same subject. If more than one examination is missed, it will be at the discretion of the IB whether grades are issued to the candidate in the subjects concerned.
- 5- The grounds for incomplete assessment, such as forced school closure during the written examinations in May, may affect a group of candidates or all candidates in the school. In a case where more than one candidate is affected, the IBO will give the same consideration to all candidates.

Article 18: Candidates Suspected with Academic Misconduct

The IB defines academic misconduct as behavior (whether deliberate or inadvertent) that results in, or may result in, the candidate or any other candidate gaining an unfair advantage in one or more components of assessment. Behavior that may disadvantage another candidate is also regarded as academic misconduct. Academic misconduct is a breach of these regulations and includes, but is not restricted to:

- a. **plagiarism**—this is defined as the representation, intentionally or unintentionally, of the ideas, words or work of another person without proper, clear and explicit acknowledgment
- b. **collusion**—this is defined as supporting academic misconduct by another candidate, for example, allowing one's work to be copied or submitted for assessment by another
- c. **duplication of work**—this is defined as the presentation of the same work for different assessment components and/or DP core requirements
- d. **misconduct during an IB examination** (for example, taking unauthorized material into an examination, behavior that disrupts the examination or distracts other candidates, or communicating with another candidate)
- e. **unethical behavior** such as the inclusion of inappropriate material in any assessment materials or the breach of ethical guidelines when conducting research
- f. any other behavior that gains an unfair advantage for a candidate or that affects the results of another candidate (for example, **falsifying a CAS record, disclosure of information to and receipt of information from candidates about the content of an examination paper within 24 hours after a written examination via any form of communication/media**).

Refer to BBS Academic Integrity Policy [here](#).

Article 19: Investigating Cases of Suspected Academic Misconduct

- 1- If questions arise about the authenticity of a candidate's work before submission for assessment, the situation is first resolved within the school. If possible academic misconduct (for example, plagiarism, collusion) is identified after a candidate's work has been submitted to the IB for assessment, the school's DP coordinator must inform the IB as soon as possible.
- 2- When the school, an examiner or the IB establishes evidence to suspect academic misconduct by a candidate, the school will be required to conduct an investigation and provide the IB with statements and other relevant documentation concerning the case. If the school fails to support the investigation into possible academic misconduct, no grade will be awarded to the candidate in the subject(s) concerned.
- 3- If the IB notifies the school that a candidate is suspected of academic misconduct and that the IB has the intention of initiating an investigation, at the discretion of the head of school it is permissible for the candidate to be withdrawn from the session or from the subject(s) in which academic misconduct may have occurred. However, at the discretion of the IB the investigation into

the suspected academic misconduct by the candidate may still proceed and a decision be reached on whether to uphold or dismiss academic misconduct. If a candidate is withdrawn from a subject no mark for that subject may contribute to the award of a grade in a future examination session.

- 4- Candidates suspected of academic misconduct must be invited, through the school's DP coordinator, to present a written statement that addresses the suspicion of academic misconduct. If a candidate declines to present a statement, the investigation and decision on whether the candidate is in breach of regulations will still proceed.
- 5- The majority of cases of suspected academic misconduct will be presented to a sub-committee of the. The sub-committee will normally comprise IB staff, school representatives, and chief/deputy chief examiners, but any group or combination of these persons may make decisions on cases subject to the approval of the Final Award Committee. The sub-committee will be chaired by the chair or vice-chair of the Final Award Committee, or a chief examiner nominated by the vice-chair.
- 6- Decisions of the sub-committee are made on behalf of and under the supervision of the Final Award Committee. After reviewing all statements and evidence collected during the investigation, the subcommittee will decide whether to dismiss the suspicion of academic misconduct, uphold it, or ask for further investigations to be made. If the sub-committee is unable to reach a decision, then the case will be referred to the Final Award Committee.
- 7- If the sub-committee decides that a case of academic misconduct has been established, a penalty will be applied in the subject(s) concerned. The penalty will, in the judgment of the sub-committee, be proportionate with the severity of the misconduct.
- 8- If no grade is issued for a subject that contributes to a candidate's IB Diploma, no IB Diploma will be awarded to the candidate. DP Course Results will be awarded for other subjects in which no academic misconduct has occurred. Except in cases of serious or repeated misconduct, the candidate will be permitted to register for future examination sessions, which may include the session that follows six months later, if the relevant registration deadlines are met. In the case of an IB Diploma Candidate, if the session in which the academic misconduct has been established is the candidate's third examination session towards achieving the award of the IB Diploma, no further IB examination sessions will be permitted.
- 9- If the candidate has already been found in breach of regulations in any previous session, this will normally lead to disqualification from participation in any future examination session.
- 10- If there is substantive evidence, the IB is entitled to conduct an investigation into academic misconduct after a candidate's results have been issued. If academic misconduct is subsequently established by the Final Award Committee, or its sub-committee, the candidate's grade for the subject(s) concerned may be withdrawn from the candidate which will also result in the withdrawal of his or her IB Diploma where applicable.

Article 20: Admissibility of an Appeal

- 1- The IB accepts appeals in relation to five areas of decision-making during an examination session. Appeals are possible against:

results—when a school has reason to believe that a candidate's results are inaccurate after all appropriate enquiry upon results procedures have been completed

a decision upholding academic misconduct, but not the penalties imposed for misconduct

a decision in respect of special consideration—following a decision not to give special consideration to a candidate as a consequence of alleged adverse circumstances

□ **a decision in respect of inclusive assessment arrangements**

an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

- 2- The appeal process is divided into two stages. Each stage will usually require the candidate's payment of a fee.
- 3- **A stage one appeal** can only be requested by the head of school or by the DP coordinator from the school at which the candidate (known as the appellant) was registered.
- 4- **A stage one appeal** is a review of the case by senior assessment officers of the IB who were not directly involved in making the original decision.
- 5- **A stage two appeal** can be requested directly by a candidate or his or her legal guardian(s) in addition to the Head of School and DP Coordinator if the outcome of a stage one appeal is not satisfactory.
- 6- **The stage two process** grants the candidate a formal hearing by a constituted panel with one member independent from the IB. A request for appeal at either stage must be submitted with a completed appeal request form that can be obtained from the IB via the IB Answers service.

Article 21: Governing Law

The majority of the general regulations stated in this document and all other procedures relating to the assessment requirements of the IB Diploma shall be governed by and construed in accordance with the laws of Switzerland without reference to its conflict of laws or similar provisions that would mandate or permit application of the substantive law of any other jurisdiction.

This document was first drafted by the IBDPC and BBS Steering Committee in reference to 'The IB Complaints Procedure' document, 'The General Regulations and IB Rule' Guide, BBS Internal Policies and other IB World Schools Complaints Policies. This document will enter into force in September 2022 and apply to all candidates commencing the DP (full Diploma and Course) on or after that date.

To ensure that best practices are shared, updated, understood, and implemented by the BBS community, the Concerns and Complaints Policy will be available to the community on the Bayan Dashboard and Website and reviewed on a regular, ongoing basis with input and consensus from stakeholders.

Last drafted and reviewed on September 12, 2022 by the IBDPC, HS Principal and VP.

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