

## *Parent or legal guardian and student complaints procedures*

### **Principles for awarding grades / assessment practices**

Grades are awarded to students in January and June in the first year of the International Baccalaureate Diploma Programme, and January of their final year. These are school grades that are based on the published assessment criteria for each subject, but may be adapted to fit with the amount of content and skills, and learning outcomes covered.

Grades are decided by the teacher and take into account a variety of assessment tasks such as written and oral assignments, practical work, performance in class and tests. Grades give an indication of where the student is in terms of meeting the learning outcomes of the course, and their depth of understanding of the course content and concepts covered.

If a student does not understand why they have received a certain grade they should ask to speak to the subject teacher. The teacher has a conversation with them where they explain the assessment tasks that were taken into account when awarding the grade. The feedback from assessment tasks is normally available on Its learning and Visma. It will be up to the teacher to decide whether additional assignments need to be considered or not. In exceptional circumstances another subject teacher may be asked to reassess individual assessment tasks in order to verify the correct grade.

The IB measures the depth of understanding that a student has. Students who do not submit assessment tasks, or are absent when assessment is taking place, will not be able to demonstrate their knowledge and understanding to the same level, as students who complete all assessment tasks.

### **Marks for internal assessment**

The student will receive written (and often oral) feedback on one draft of their internal assessment assignments. In order to ensure that the feedback is able to help the students improve, and develop their thinking, students should submit a draft that is as complete as possible. Students who have not met the agreed upon deadlines may lose their right to feedback. Deadlines are published around the end of the first year of the programme. See deadlines and assessment overview.

Teachers will assess the final work and may or may not share their assessment with students. The teachers levels and grades are a preliminary indication of what they believe the student work will be awarded. These levels, and grades, are set after internal standardization with other department teachers.

The final levels, or grades, for internal assessment tasks will always be those set by the IB. These are based on the moderation of a randomly generated sample of student work.

See section on Enquiry Upon Results – Category 3 to see rules for requesting re-moderation of internal assessment sample work.

### **Exam results**

Exam results are released on the 6<sup>th</sup> July each year. Students access their results using a personalized login and pin code generated by the IB. The login details will be sent by the coordinator directly to students by email in the weeks leading up to the exams. If students are unable to login after multiple attempts then the IBDP Coordinator can share a screenshot of their results with them. Results will not be shared with parents or legal guardians, once students are over 18, without the written consent of the student.

### **Enquiry Upon Results**

There are three Categories for Enquiry upon results. The options are :

#### ***Category 1: Individual candidate re-mark***

“This is a re-mark of externally assessed material for an individual candidate. A candidate’s grade may be lowered or raised as a consequence of a category 1 re-mark”. (International Baccalaureate Organization, 2004- 2023)

To request a remark (category 1) students need to send a request by email to the Coordinator. Requests for remarks can be made the first few days after the results come out, then from August until the end of the first week in September. Requests made after the first week in September will not be accepted as the school is unable to confirm that they can be processed before the final deadline set by the IB.

Once students have requested a remark, the coordinator will send out an e-mail outlining the steps to follow. As grades can go down as well as up, students must send written confirmation that they have read and understood the contents of the e-mail, before any further action is taken. The coordinator will send students written confirmation that their request has been processed, and update them with the results when they are available. For requests processed in July, it may not be possible to get the results until school opens again in August.

If a student has received a grade D in either TOK or their extended essay, and wishes to have either of these remarked, then the coordinator will request a meeting with, or written confirmation from the student’s parent or legal guardian before accepting the request. This is the case even if the student is over 18. The only exception is if the student has not been awarded their Diploma and so a negative change in grade will have no consequence.

The costs of a Category 1 remark is around 88 euro. If the grade changes then the student will not have to pay. The IB send an invoice to the school and the school office will then send an individual invoice to the student.

#### ***Category 2: A return of externally assessed material to the school***

- 2A: All material for a single externally assessed component from a given subject or level
- 2B: A return of externally assessed components for a single subject/level for an individual candidate.

2B - Students, or their legal guardians, may request the return of the externally assessed exam components. These will be digital version and may or may not contain examiners comments or stamps. These can requested by sending an e-mail to the Diploma Coordinator before the end of the first week in September.

The following conditions are in place for the return of candidate's assessment materials: Assessment material must be seen only by teachers who are members of the school faculty at that IB world school or returned directly to the candidates concerned. If returned to the school the work will be anonymised and permission sought from candidates if the work is to be used with other candidates. (International Baccalaureate Organization, 2004- 2023)

The cost for a Category 2B return of scripts is around 39 euro per candidate/subject /level.

### ***Category 3 : Re-moderation of internal assessment sample work***

A category 3 Enquiry upon results (EUR) is a re-moderation of the original IA sample for a specific subject. No candidates work can be replaced, added or removed at the request of the school.

A Category 3 request can only be requested when the mean of the candidates' moderated internal assessment differs from the mean of their raw marks (the marks awarded by the teacher) by 15 % or more of the maximum mark for the component. In the cases where this happens then the school will automatically request a category 3 remark for the sample. Students do not need to give their consent for a Category 3 EUR as grades can only stay the same or increase. If there is an increase in the levels/grades awarded the coordinator will inform students and their results will automatically be updated.

### **Related documents**

- Diploma Programme: Assessment appeals procedure (IBO publications, first published 2016 updated 2023)
- Teaching and Learning informed by assessment in the Diploma Programme (IBO publications, 2021)
- Assessment principles and practices -Quality assessments in a digital age (IBO publications, 2019)
- Deadlines and Assessment Overview – Updated annually.