

# Pamoja SBC Orientation

# SBC Orientation



# **Lesson 1: The Site-Based Coordinator (SBC) Role**

# 1.1 An Introduction to your partnership with Pamoja

Welcome to the Site-Based Coordinator (SBC) Orientation. We are excited you decided to join our team of global educators.

As a mentor for International Baccalaureate (IB) Diploma students, you will liaise with Pamoja School Services and Pamoja Teachers to support student learning within our platform.

This Orientation will introduce you to your role as an SBC whilst supporting your student(s) through their course(s). It includes a simple overview of the tools that you will use. Once completed, it can be referred back to as a point of reference.

*We recommend you complete the SBC Orientation course before your student(s) start their online course(s). It should take no longer than 60 minutes to complete. Note that students will have [internet safety](#) and [code of conduct](#) information included as part of their Onboarding and Orientation.*

## 1.2 Role Overview

Your role is primarily to facilitate communication between Pamoja, your student(s) and (when necessary) the students' parents or guardians. You will have access to reports on student attendance, engagement and fulfilment of responsibilities.

Monitoring students' progress is vital and you will be required to take appropriate action where necessary.

Ongoing communication between you and your students, Pamoja teachers and Pamoja School Services is essential. If any issue or unexpected situation arises concerning a student, their Pamoja teacher(s) and Pamoja School Services must be informed.

We recommend that as part of your role as an Site-Based Coordinator (SBC), you familiarise yourself with the [Ts&Cs](#).

### Your Key Tasks and Responsibilities

As outlined in the [Site-Based Coordinator job description](#), an SBC has key tasks and responsibilities to complete. Please review the summarised information below.

#### **Monitor student(s) progress in the course and take appropriate action when necessary**

The Pamoja academic week runs from Wednesday to Tuesday. Pamoja Online Courses have been designed to provide students with flexibility. However, they are not self-paced 'independent study' courses. These courses require students to attend and take part in all course lessons and activities. Each week students will have a checklist of tasks and lessons that they will be required to complete.

Pamoja School Services conduct weekly reviews of students failing to meet course requirements:

- **Engagement:** Students who do not meet task deadlines will be flagged, communications will detail the outstanding task and how many days overdue.

- **Attendance:** Students are required to log into the platform at least 3 times a week, non-attendance will be flagged. The weekly reviews will detail total weeks absent from the course. An email will be sent to SBCs if their student(s) fails to enter the platform in a 7+ day period.

Please note, students and SBCs will be contacted via email each week if attendance and/or submission requirements are not met.

#### **Build and maintain a relationship with your student(s) and liaise with Pamoja School Services**

We encourage you to partner with us in making students feel like they belong to a community of learners in a global campus. We want their experience to be one where they feel valued and have a sense of belonging. This will encourage students to reach out to Pamoja teachers and online peers which is important in their progress throughout the course.

There are also some key tasks for you to supplement your review of student progress:

- Schedule supervised time in your student's weekly school timetables to work on their Pamoja Online Course(s) and complete the assigned tasks and lessons for the week.
- Schedule regular meetings with your student(s).
- Work with your student(s) to develop a self-management approach that works for them.

### **Promote independent learning**

Pamoja Online Courses are designed for student-centred learning that encourages self-direction. Students are able to control the time and place of their own learning within each Pamoja academic week. Therefore, all course activities can be completed at times to suit the learner (with the exception of tasks, which must meet the set deadline) within a given Pamoja academic week. Any catch-up sessions between students and their Pamoja teacher(s) are flexible, and can be arranged at times to suit both parties.

As an SBC you should:

- Encourage students to take ownership of their learning by supervising rather than tutoring
- Provide support in the creation of a term-time planner, to promote effective time management
- Follow your student(s) progress through their Pamoja Online Course(s) by encouraging them to regularly update you on how they are getting on
- Set time aside with each student to evaluate their individualised study methods, and suggest improvements where appropriate

### **Administer Internal Assessments (IAs) and exams**

For Internal Assessments (IAs) in the IB Diploma Programme, it is recommended that you register your student(s) on IBIS early. Please support your student(s) in making sure they submit their IA work on time.

All of courses (except Film SL) contain End of Year Exams in the first year and Trial Exams in the second Year. Exams papers will be emailed to you prior to the exam period, you will then need to organise a time and place for your student(s) to take the exam under exam conditions and, once completed, send the paper(s) to the assigned Pamoja Teacher(s).

### **Be aware of course-specific requirements**

Some courses require additional resources, for example: IB English Language and Literature has a required book list.

Please see the course descriptions on our [website](#) for the most up-to-date information on requirements. Alternatively, contact the Pamoja Teacher(s) at the earliest opportunity.

### **Meet to discuss reports and engagement**

Following the publication of student Semester Reports, Term Grades and Engagement Ratings, it is encouraged that SBCs meet with their student(s) to review feedback from their Pamoja Teacher(s).

# 1.3 Help

We want to ensure that as an Site-Based Coordinator (SBC) you are able to fulfil your tasks with ease. We are here to work with you and support you to ensure your student(s) complete their course(s) with Pamoja successfully.

If you need additional support, we encourage you to view the articles in our [Help Centre](#), to reach out to Pamoja School Services at [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com) and access Pamoja Home via your school's instance of ManageBac.

Pamoja Home is an important space for access to engagement analytics for students who take Pamoja Online Courses. In addition to engagement analytics, Pamoja Home now features helpful resources to better support SBCs in their role and to make their experiences with Pamoja even more seamless.

## Academic and Technical Support

The information below provides some examples of common queries.

### Academic

- Course content related questions
- Questions or clarification on feedback
- Advice relating to your end of year or trial exams
- IA or official IB predicted grade (PG) support
- Questions on university applications
- Advice or support when changing schools

### Technical

- Log in support
- Access to course content
- Task submissions
- Access to Online Lessons
- Platform navigation

## Course and Technology Requirements

[These are the standard technology requirements](#) for Pamoja Online Courses.

[Information for students and SBCs](#) on Group 2 Languages.

For Online Lessons, Pamoja Teachers and Pamoja Students use a [communication tool called Zoom](#).

## **Whitelisting**

For students to access their Pamoja Online Course(s) without restrictions and for SBCs to receive communication from Pamoja School Services, the following domains need to be whitelisted on your school's network:

### **pamojaeducation.com**

[noreply@pamojaeducation.com](mailto:noreply@pamojaeducation.com)

[noreply@openapply.com](mailto:noreply@openapply.com)

[noreply@managebac.com](mailto:noreply@managebac.com)

### **The Hodder Dynamic Learning platform for Year 2 Economics students to access their eTextbook**

<https://help.hoddereducation.co.uk/hc/en-gb/articles/360002625297-White-listing-requirements>

### **The Hodder Boost platform for Year 1 Economics students to access their eTextbook**

<https://help.hoddereducation.co.uk/hc/en-gb/articles/360017757477-White-listing-requirements>

### **Haese Mathematics Snowflake Platform for Mathematics students to access their eTextbooks**

[snowflake.haesemathematics.com.au](http://snowflake.haesemathematics.com.au)

[d3nwp5slftzsu8.cloudfront.net](http://d3nwp5slftzsu8.cloudfront.net)

[d8kmgdlkpb9ut.cloudfront.net](http://d8kmgdlkpb9ut.cloudfront.net)

[no-reply@haesemathematics.com.au](mailto:no-reply@haesemathematics.com.au)

[no-reply@haesemathematics.com](mailto:no-reply@haesemathematics.com)

[itsupport@haesemathematics.com](mailto:itsupport@haesemathematics.com)

[info@haesemathematics.com](mailto:info@haesemathematics.com)

## **Lesson 2: Your Account and Essential Processes**

## 2.1 Key Information

- Students will complete Pamoja Online Courses over two years. Each academic year is made up of two semesters and three semester breaks.
- The first year will finish with an [end of year exam](#) and the second year will finish with a [Trial Exam](#). End of year and trial exams are paper-based and are taken under exam conditions in the students' face-to-face schools.
- There is an Internal Assessment (IA) in all Pamoja Online Courses.
- You are responsible as the named SBC for ensuring students are registered on IBIS as taking their Pamoja Online Course(s), please see our guidance [here](#) for details.

Please review our [Pamoja academic calendars](#) for all key academic dates.

## 2.2 Your Account

### **Pamoja Account Functionality**

In this section we will explain how to use the functionality of your Pamoja Site-Based Coordinator (SBC) account.

Once you have logged into Pamoja's instance of ManageBac with your SBC details, you will be presented with your account's 'Home' page. The following section will detail each function within the 'Home' page, labelled below from 1-6.

The dashboard features several key components:

- 1. Calendar:** Located at the top left, showing the current month (AUGUST 2022) and a list of important dates, such as 'May 2024 Pamoja Online Courses Registration Open' and 'Notify Pamoja of any retake students'.
- 2. Student Selection:** A dropdown menu labeled 'Select a Student' with the selected student 'Pamoja Student Y1'.
- 3. Engagement and Exam Status:** Two summary cards on the top right. The 'Engagement Rating' card shows metrics for Engaged (4), Insufficiently Engaged (2), Not Engaged (1), and Late/Transfer/Drop (0). The 'May 2024 Exam Session' card shows counts for Requires SBC Approval (1), Pending (2), Approved (12), and Declined (0).
- 4. Student Analytics:** A section titled 'Student Analytics' for 'IB DP M2022 French ab initio SL (Y2)' showing an 'Overall Task Completion' grid and a list of tasks with their completion status and scores.
- 5. Task List:** A detailed list of tasks including 'W38: Un dimanche pas comme les autres!', 'W37: Unit 1 Writing Test', 'W37: Unit 1 Reading Test', 'W37: Group Oral 2', 'W36: Discussion sur les sports', 'W36: Listening Practice', 'W35: Group Oral 1', and 'W34: Production écrite'. Each task includes its date, type, and completion status.
- 6. Navigation Bar:** A bottom bar with icons for Portfolio, Reports, Guides & Handbooks, and KeyChat.

**1. Calendar:** At the top of the 'Home' page, you will have access to the SBC calendar. The calendar will display the current month and an overview of important dates.

The calendar widget for April 2022 displays the following important dates:

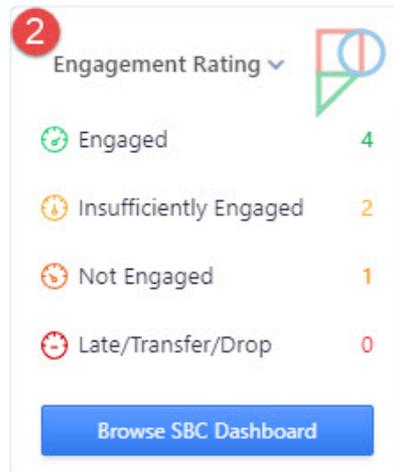
- OCT 16:** PG Distribution (6th-12th April)
- OCT 16:** Semester 4 Report publication
- OCT 16:** Pamoja IA upload deadline/ process

A '+2 More' button is located at the bottom of the list.

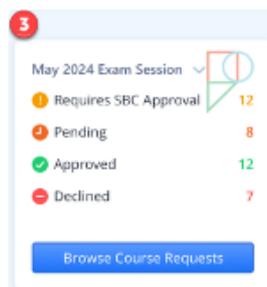
The events listed against the calendar are synced to Pamoja Home and provide links to useful Help Centre articles.

To access your full SBC calendar, please visit [Pamoja Home](#) (located at the bottom of your left-hand navigational menu in your school's instance of ManageBac). This Calendar will display all important dates for SBCs, including when semester reports are published, deadlines for registrations and more.

**2. Engagement Rating:** A top level view of student engagement for the current reporting period. By clicking into the tile, you will find engagement information for each of your current students, including grades, engagement ratings, last login date and tasks completed. For more information on the SBC dashboard feature please visit Lesson 3:1 of this Orientation.



**3. Pamoja Course Requests:** Finally, along the top section you will find quick access to your current Pamoja Online Course requests, including pending, approved, Declined and any awaiting completion or approval.



**Pamoja Checklist:** This is a simple way to track your onboarding steps. We require all SBCs to complete their Pamoja Checklist prior to the start of the academic year. Clicking each tile will redirect you to the relevant page that requires completion. Once all tasks are complete, the checklist will be removed from the 'Home' page.

## Pamoja Checklist

1 of 3 Completed



### SBC/DPC Onboarding

Review the Student Code of Conduct.

2



### SBC Orientation

Getting started with Pamoja!

3



### Message and Notifications

Review your message preferences and save to complete.

**4. Select a Student:** The content of the dashboard will be dependent on the student selected. The dropdown categorises students by their DP year group.

## Select a Student

PS

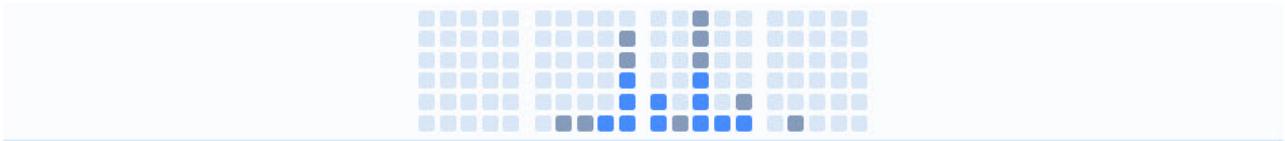
Pamoja Student 1

Y1



**5. Student Analytics:** Selecting a student will present course analytics for the chosen reporting window, reflected in the screenshot below.

Overall Task Completion



Tasks & Deadlines - 11 Submitted - 0 Late - 0 Pending - 10

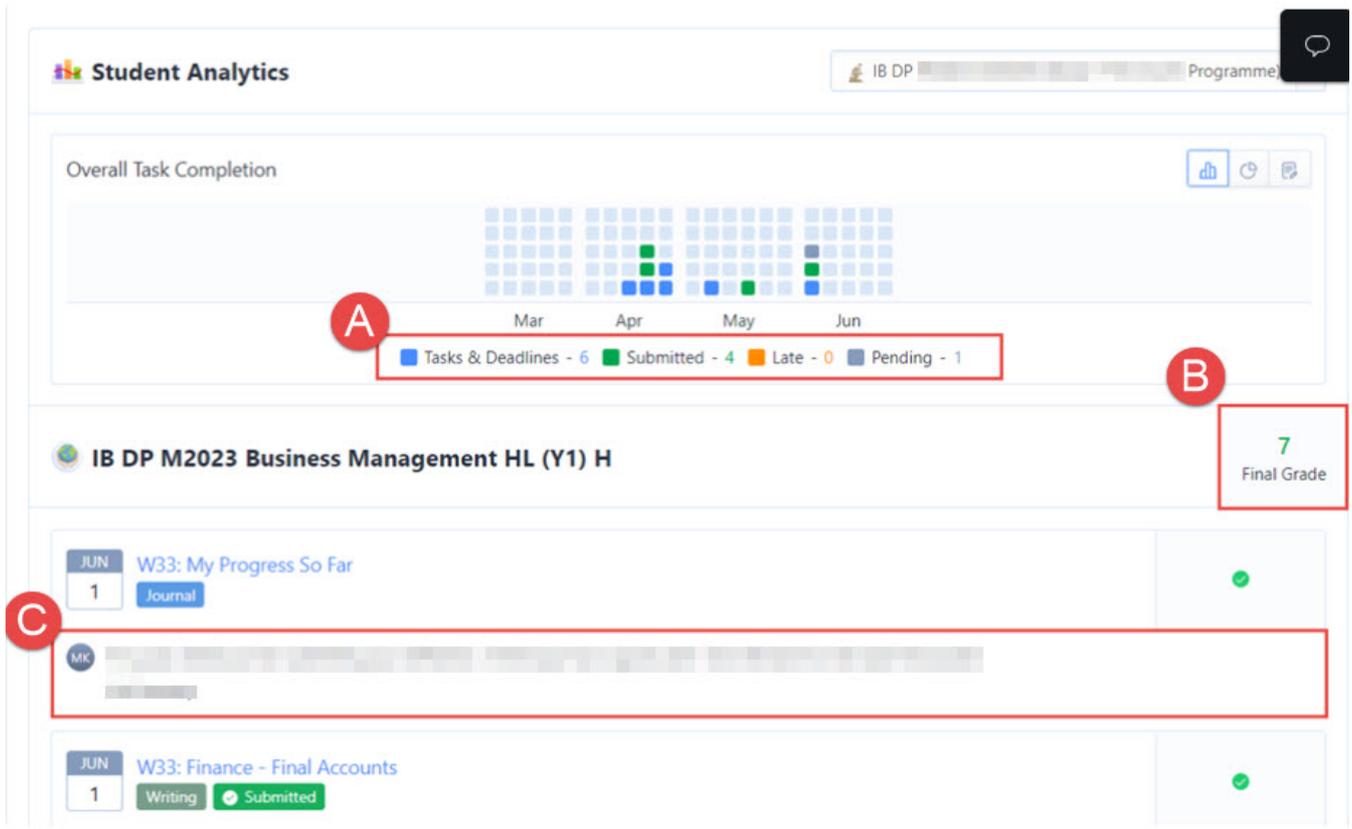
IB DP M2022 French ab initio SL (Y2)

2  
Final Grade

<p><b>AUG</b> 3</p> <p>W38: Un dimanche pas comme les autres !</p> <p>Quiz</p>	N/A
<p><b>JUL</b> 27</p> <p>★ W37: Unit 1 Writing Test</p> <p>Writing Pending</p>	Not Assessed Yet
<p><b>JUL</b> 27</p> <p>★ W37: Unit 1 Reading Test</p> <p>Quiz</p>	Not Assessed Yet
<p><b>JUL</b> 27</p> <p>★ W37: Group Oral 2</p> <p>Conversation Pending</p>	Not Assessed Yet

Here you will find a brief overview of the selected student's analytics and enrolment, including overall task completion, grades and teacher feedback.

This quick-glance function allows you to get a snapshot of your student's current engagement within their Pamoja Online Course.



**A. Overall Task Completion:** The colour coded chart provides a clear breakdown of all work set over a three month reporting window:

- Blue - formative tasks
- Green - tasks submitted on time
- Orange - tasks submitted late
- Grey - tasks pending submission

Hovering over each square in the chart will provide an overview of that task, key information regarding the task type and submission deadline.

**B. Final Grade:** The grade presented in this section will be the awarded term grade for the current reporting period.

**C. Teacher Feedback:** All summative assignments will have a comment box under the task title providing a quick view of teacher feedback.

## 5. Quick Access Widgets

**Portfolio:** (Also accessible via the left-hand navigational menu under 'Portfolio') will bring you to the selected student's course portfolio page, which includes a timeline of work the student has submitted and any files the student has submitted to their portfolio specifically.

**Reports:** (Also accessible via the left-hand navigational menu under 'Academic Profile') will bring you to the page containing all published semester reports, term grades and engagement ratings for the selected student.

**Test Student 1**  
M2023 Pamoja Test + EF (Core Programme)

Profile Reports

Term Reports

September 2021 – September 2022 **IB DP**

Term\_2\_or\_Term\_6\_-\_Semester\_Reports\_Y1\_Student\_1\_Test\_2021-12-22.pdf  
Generated: February 1, 2022

Term\_2\_or\_Term\_6\_-\_Engagement\_Rating\_1\_Y1\_Student\_1\_Alice\_2021-12-02.pdf  
Generated: December 2, 2021

Portfolio Reports **Guides & Handbooks** KeyChat

**Guides and Handbook:** Provides quick access to useful resources such as the Student Orientation, SBC Orientation and Student Code of Conduct.

Pamoja Online Course - May

**Guides & Handbooks**

IB Diploma Programme

OSC Creativity, Activity & Service Tom Brodie

OSC Extended Essay Ruth West

OSC IB Diploma Subject Centre

Creativity, Activity and Service Tom Brodie

Extended Essay Ruth West

IB Diploma Subject Centre

Portfolio Reports **Guides & Handbooks** **KeyChat**

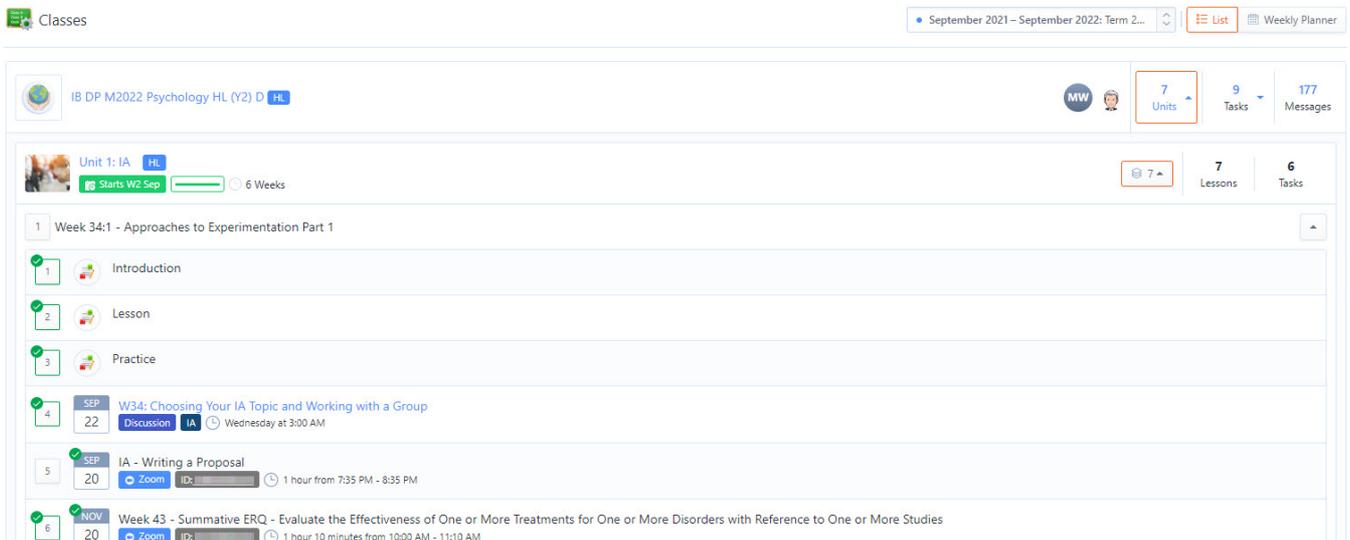
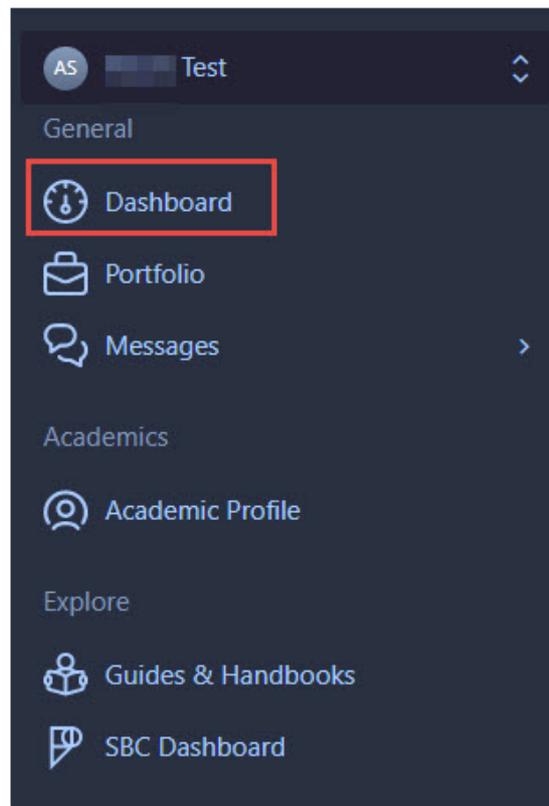
**KeyChat:** Provides quick access to your KeyChat account. For a full run down of the functionality of your KeyChat messaging platform, please watch the video below:



**Important Note:** The SBC 'Home' page will be deployed for all November exam session schools in the new academic year.

### **Dashboard**

Entering the dashboard via the left hand navigation menu, will provide all course specific information regarding your student's Pamoja Online Course(s). By Clicking into the course title you will be brought to the selected student's classes section:



Here you will find an overview of all tasks, lessons, units, grades and feedback via the 'List View' option

### Weekly View

The Weekly View will display current reading tasks and deadlines, limited to the current unit. This has been designed to ensure all upcoming deadlines are met and all students have a clear understanding of the current course topic.

### List View

Provides a full breakdown of all units delivered in sequence during the academic year. The unit list is colour coded: a completed unit is marked 'green', a current unit will be 'orange' and upcoming units will display as 'red'.

The image shows a list of five units, each with a thumbnail, title, level (HL), start date, progress bar, and duration:

- Unit 4: Growth and Planning Tools** (HL) - Starts W1 Apr - 6 Weeks (Green progress bar)
- Unit 5: Marketing Basics** (HL) - Starts W2 May - 7 Weeks (Green progress bar)
- Unit 6: Marketing Mix and More** (HL) - Starts W4 Jun - 5 Weeks (Orange progress bar, labeled 'Current Unit')
- Unit 7: Sources of Finance** (HL) - Starts W4 Jul - 4 Weeks (Red progress bar)
- Unit 8: Financial Accounts** (HL) - Starts W3 Aug - 4 Weeks (Red progress bar)

For each unit the total number of lessons delivered and tasks set will be clearly displayed.

This image shows a close-up of two units with their lesson and task counts highlighted in a red box:

- Unit 5: Marketing Basics** (HL) - 17 Lessons, 13 Tasks
- Unit 6: Marketing Mix and More** (HL) - 16 Lessons, 13 Tasks

To view the weekly content delivered in each unit, you must select the 'Show Lessons' dropdown:

This image shows the 'Unit 2: Business Basics' (HL) interface. The 'Show Lessons' dropdown is highlighted with a red box, showing 16 lessons. Below it, the first lesson is listed: 'Week 2:1 - What Do Businesses Do?' with a sub-item 'Introduction' marked as completed with a green checkmark.

The dropdown provides access to 'Study Mode', allowing completion of each lesson component and associated task.

**Important note:** Once your student has read through a lesson component (e.g. the 'Introduction') a green box of completion will appear, clearly tracking course progress.



## Introduction

### Calendar

At the top of the dashboard, you will have access to the 'Next 2 Weeks' course calendar. The calendar will display the current month and a brief overview of important course deadlines and course events.

Next 2 Weeks							My Full Calendar
Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	
Today	6	7	8	9	10	11	
12	13	14	15	16	17	18	

Clicking 'My Full Calendar' will provide a complete overview of the selected student's Pamoja Online Course(s) calendar, which can be ordered by 'Month' or 'Week'. The calendar will show all events, tasks & deadlines from your student's class(es) and year group. Subscribe to the calendar to push these deadlines to any external iCalendar, Google Calendar or other local calendar.

### ← | Calendar

Today February 2022

Month Week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

Month

All-Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
3am							
4am							
5am							
6am							
7am							
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm						2:25PM - 3:25PM M2022 Trial Examination ⓘ	
4pm							
5pm							
6pm							
7pm							
8pm							
9pm							
10pm							
11pm							



Week

Hovering over the information (i) icon on each entry in the course calendar will provide a condensed overview of the event.

Wednesday	Thursday	Friday	Saturday
2	3	4	
9			
16			
23			

**2AM**  
W54: Exam Questions on the Biological Approach

**2AM**  
★ W56: Summative ERQ - Contrast two research methods used when investigating the individual and the group

**2AM**  
W55: Exam Questions on the Cognitive Approach

### Task

MAR 16 **★ W56: Summative ERQ - Contrast two research methods used when i...**  
 Writing Human Relationships Part 3 Submitted Wednesday at 2:00 AM

**Details:**  
 The "contrast" command term is challenging, and this activity is designed to prepare you to respond to it effectively. You have had experience with this command term in your study of Abnormal Psychology when you contrasted biological and psychological treatments for MDD in Week 41.

Show More >

**Teacher:** Pamoja Academic

**Submission Status:** Submitted

**Unit:** Unit 6: Human Relationships Part 3

**Class:** IB DP M2022 Psychology HL (Y2) D

## Portfolio

Direct access to a student's 'Portfolio' can be located via the left-hand navigational menu.

The screenshot displays the 'Portfolio' page for a student named Alexander. The left-hand navigation menu includes options like 'Dashboard', 'Portfolio', 'Messages', 'Academic Profile', and 'SBC Dashboard'. The main content area shows a 'Timeline' view of the student's work. A red box highlights the 'Timeline' tab. The timeline shows a submission on May 31, 2022, at 10:11 PM, and another on May 1, 2022, at 1:40 PM. The right-hand sidebar provides 'IB eCoursework' status (Not started) and a list of teachers.

The portfolio functions as a timeline of all work submitted by the selected student. The work will display chronologically with the latest submitted assignment showing at the top of the page.

You will be able to click into the document uploaded, view the time and date the piece was submitted and identify whether the task was submitted early or late. All uploaded work can be downloaded as a pdf.

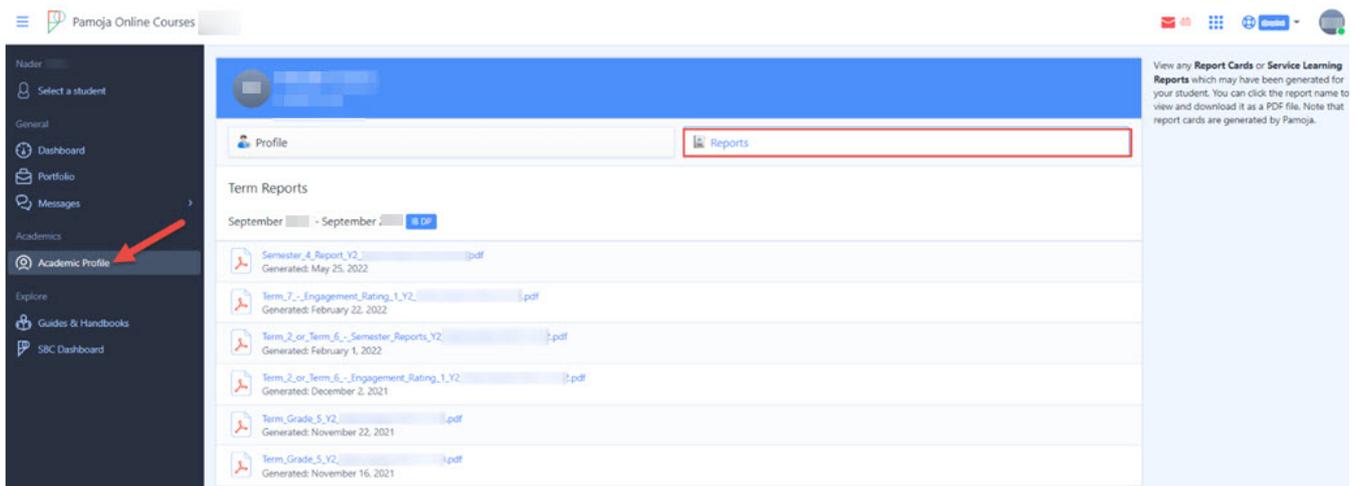


The right-hand side of the page will display the respective teachers and their contact details.

## Academic Profile

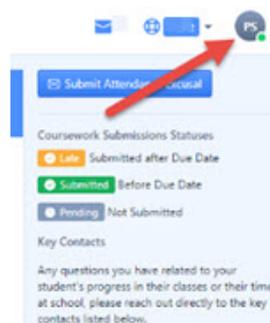
The 'Academic Profile' page provides profile information for each registered student. It is important this information is accurate. If the information has changed please notify Pamoja School Services via [course@pamojaeducation.com](mailto:course@pamojaeducation.com)

The Academic Profile is also the location for all published student reports, including semester reports, engagement ratings and term grades.



## SBC Profile

Please ensure the information kept for your account is accurate and up to date. In order to review your account information, select the thumbnail located in the top right hand side of the page:



Selecting your user account will take you to the 'Profile Information' page, listing all relevant details.

PS Pamoja SBC  
Site-Based Coordinator

Profile Themes

### Profile Information

Personal Information	Contact Details	Work Details
Preferred Name -	E-mail @gmail.com	Title -
Salutation -	Country -	Employer -
Date of Birth -	City State/Province Postal Code - - -	E-mail -
Gender -	Address -	Country -
1st Language -	Address Line 2 -	City State/Province Postal Code - - -
1st Nationality -	Mobile Phone -	Address -
Additional Nationality -	Home Phone -	Work Phone Fax - -

You may also personalise your user interface with a number of pre-set colour themes. Simply select 'themes', your colour preference and finally click 'save changes' to apply.

PS Pamoja SBC  
Site-Based Coordinator

Profile Themes

### Colour Theme

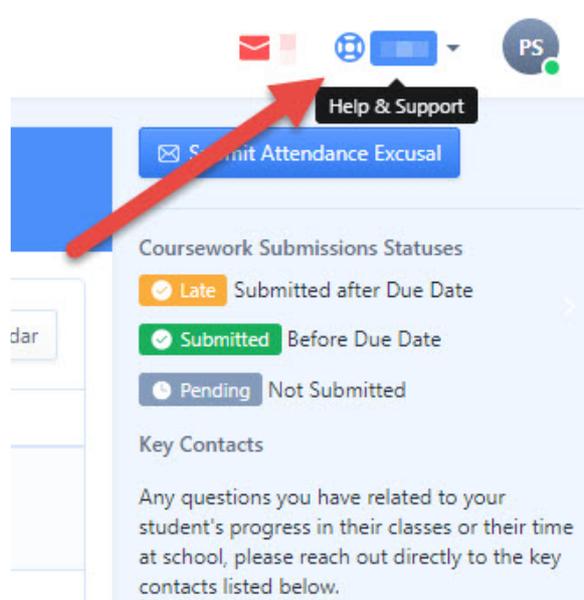
Configure a preferable colour theme style.

Dark Blue (Default)
  White
  Orange
  Red
  Aubergine

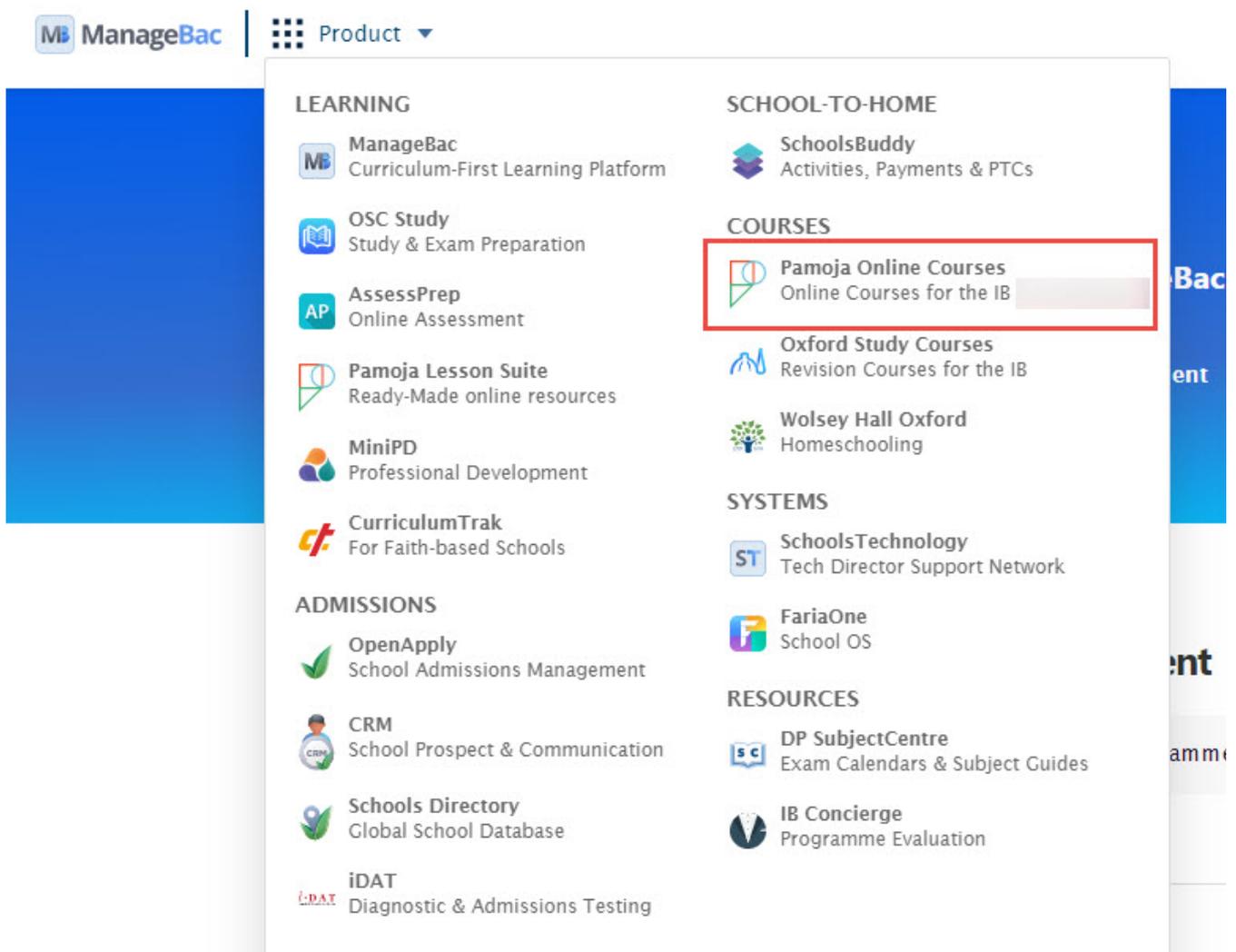
Save Changes or Cancel

## Help Centre

To access useful articles for a wide range of FAQs and processes followed at Pamoja, please utilise the Help Centre. To access, select the 'Help & Support' tab located in the top right hand side of the page:



From the drop down menu select 'Help & Support', this will redirect you to our tutorials page [here](#). For Pamoja Online Courses specific queries please select 'Pamoja Online Courses' under the 'Product' dropdown:



Whether you're starting from square one or you're looking for a refresh

By selecting 'Pamoja Online Courses' you will be able to navigate through all Pamoja's Help Centre articles, please enter [here](#) to view the Help Centre.

The Help Centre also enables users to submit support tickets to Pamoja School Services. Agents will do their utmost to support your request in a timely and effective manner.

## Pamoja Help Centre

 Search the Pamoja Help Centre

Browse by Role:



Site Based  
Coordinator (SBC)



Teacher



Student



Parent

Pamoja Online  
Courses



**pamoja**  
online courses

Pamoja Lesson Suite



**pamoja**  
lesson suite

## 2.3 Essential Processes

This section covers:

- Registering students and requesting courses
- The application process for transfer students
- Withdrawals
- Invoicing
- Exam administration
- Academic honesty procedures

### Essential Processes

Look at the questions and answers below that cover the processes related to student enrolment and updating information. You can find all the articles and more in our [Help Centre](#).

- ✔ **How do I enrol a student?** If your School is both an existing ManageBac and Pamoja customer, please click [here](#) for guidance on all our admission processes.

For additional support, please contact [admission@pamojaeducation.com](mailto:admission@pamojaeducation.com)

- ✔ **For IB Diploma students, how do I register on IBIS?** Registering your IB Diploma students on IBIS as Online Course Candidates is essential. If students are not registered on IBIS correctly, Pamoja School Services will be unable to complete the required IB processes to allow your student(s) to complete their online course(s).

Please read the following Help Centre article for step by step instructions on how to do this.

**Read:** [Register on IBIS](#)

- ✔ **What if students want to switch subject or level?** This can be possible and each request is evaluated on a case by case basis, but you must consult Pamoja School Services. Please follow the guidance linked below.

**Read:** [Switch student subject/level](#)

- ✔ **How do I update SBC details?** It is important that Pamoja School Services has the correct Site-Based Coordinator (SBC) details and that these are kept up to date. If the SBC details are not accurate, this can lead to delays with course administration.

## **Additional Processes**

### **Transfers**

We can accept transfer students who have previously studied the subject and wish to join either in their first or second year, on a case by case basis. We provide students with the opportunity to study the subjects they need, even if your school does not offer those subjects as face-to-face courses.

One of our Business Development Consultants (BDCs) and/or the Admissions team will liaise with you to support you with the application process. When you contact [admissions@pamojaeducation.com](mailto:admissions@pamojaeducation.com) for information regarding enrolling a transfer student, we will send you the following documents to complete:

- A subject guide questionnaire
- A Internal Assessment progress report (for year 2 students only)
- A diagnostic test, subject dependent

We will also require from you:

- An academic recommendation from the subject teacher describing the student's performance to date
- The student's latest subject report

We will send these documents to the relevant Pamoja Course Advisor for review and will communicate their feedback and recommendations accordingly.

*Please note, if accepted an additional transfer fee will be charged per enrolment for all transfer students.*

### **Enrolment into the Course(s)**

Upon approval students are provided with access to the Student Orientation and are given full access to their approved Pamoja Online Course(s), once courses have commenced.

The Student Orientation will help transition students into their subject course(s) and support effective navigation of the Pamoja ManageBac platform.

### **Withdrawals**

If a student wishes to withdraw from their Pamoja Online Course(s), SBCs should notify Pamoja School Services as soon as possible. SBCs should also notify Pamoja School Services if a student will not enter year two of their Pamoja Online Course(s).

Pamoja School Services will explore all options necessary to support the student in continuing their Pamoja Online Course(s).

As stated in Pamoja's [Admissions Timeline and Fees Documents](#), fees may apply when a student is withdrawn.

### **Invoices**

Invoices will be sent annually, for transfer and 'late starter' students an invoice will be generated once enrolment is complete.

**Read:** [Pamoja Invoices](#)

### **End of Year Exams and Trial Exams**

End of year exams and trial exams are requisite components of Pamoja Online Courses and must be administered under exam conditions, replicating external examinations. The exam release will be sent to the named SBC ahead of the exam window, providing guidance on Pamoja's exam processes and exam papers (pdf.).

The named SBC will be required to schedule the exams within the exam window and inform Pamoja School Services and the student's Pamoja teacher(s) of the chosen date. Once exams have been completed, scanned PDF copies are to be returned to the responsible [Pamoja teacher\(s\)](#) for marking.

### **Academic Honesty**

Pamoja values honesty and academic integrity. We encourage all students to conduct themselves in a responsible way and expect all students to avoid academic malpractice.

**Review:** [SOP - Academic Honesty](#)

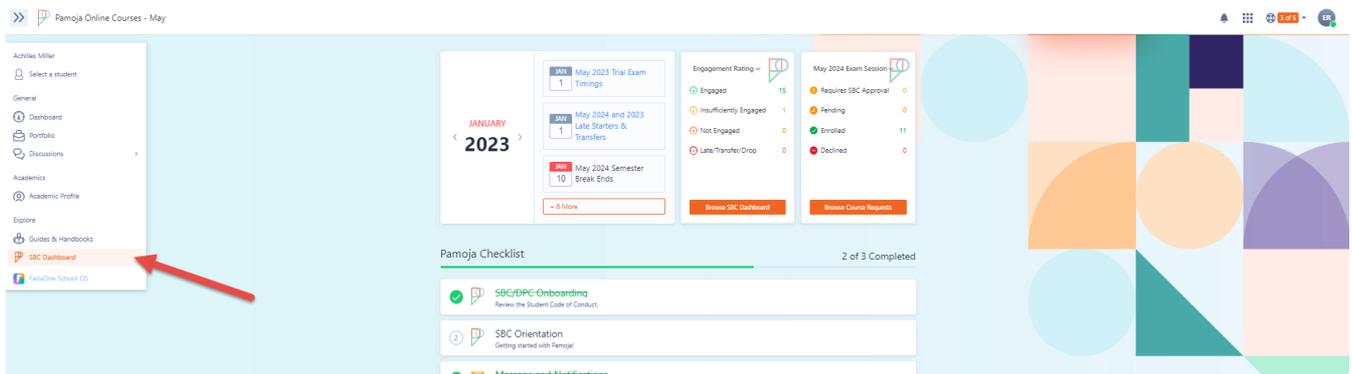
# **Lesson 3: The SBC Dashboard & Pamoja Home**

# 3.1 The SBC Dashboard

To ensure all Site-Based Coordinators (SBCs) can effectively track student engagement and performance throughout their students' Pamoja Online Course(s) we have developed the SBC Dashboard.

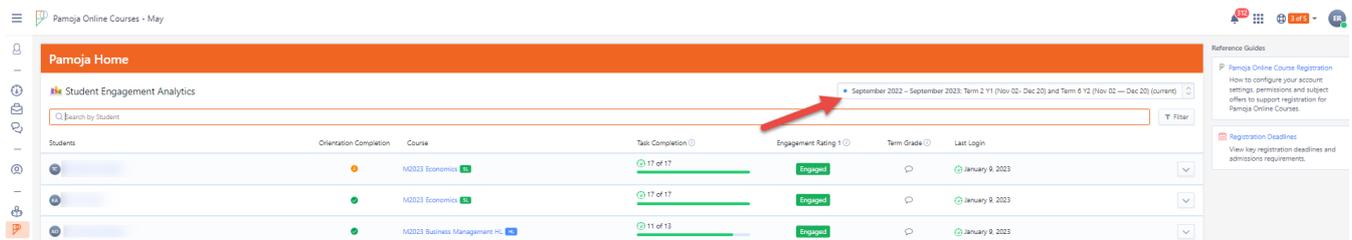
The SBC dashboard is available with your Pamoja Managebac SBC account and also accessible from your school's ManageBac account located in Pamoja Home in the left-hand navigation menu.

To access the SBC dashboard through your SBC account, please select the 2022 Pamoja logo, which is the last item listed on the left-hand navigation menu:

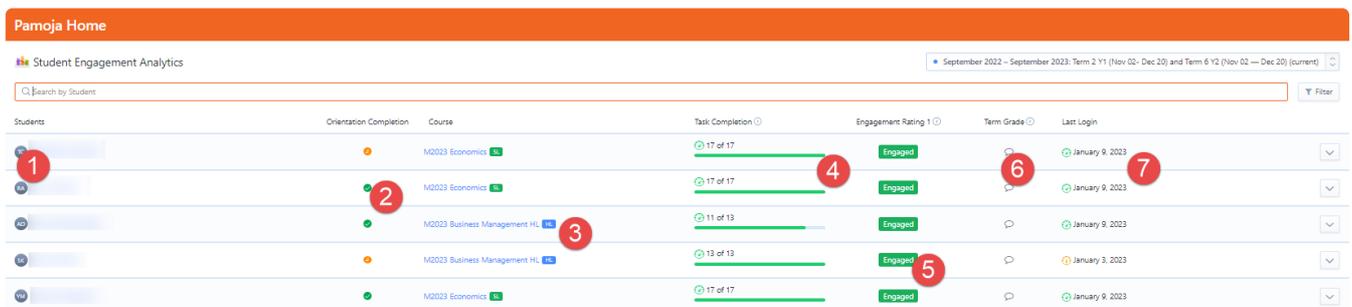


The SBC dashboard provides a top-level view of your Pamoja student(s).

The SBC dashboard is sectioned into reporting windows or terms for the academic year, which can be found in the dropdown menu positioned in the top right corner of the dashboard:



Important information relating to your Pamoja student(s) will be displayed on this page:



1. **Students:** Complete list of students and their full names. The link embedded in a student's name will allow you to redirect to their 'Academic Profile', providing access to student information and published reports.

2. **Orientation Complete:** Colour coded status of student Orientation, green (complete), orange (in progress) and red (incomplete).

3. **Course:** This column documents all Pamoja Online Courses registered for each student. The link embedded in the course title allows users to redirect to the 'Class Overview' page.

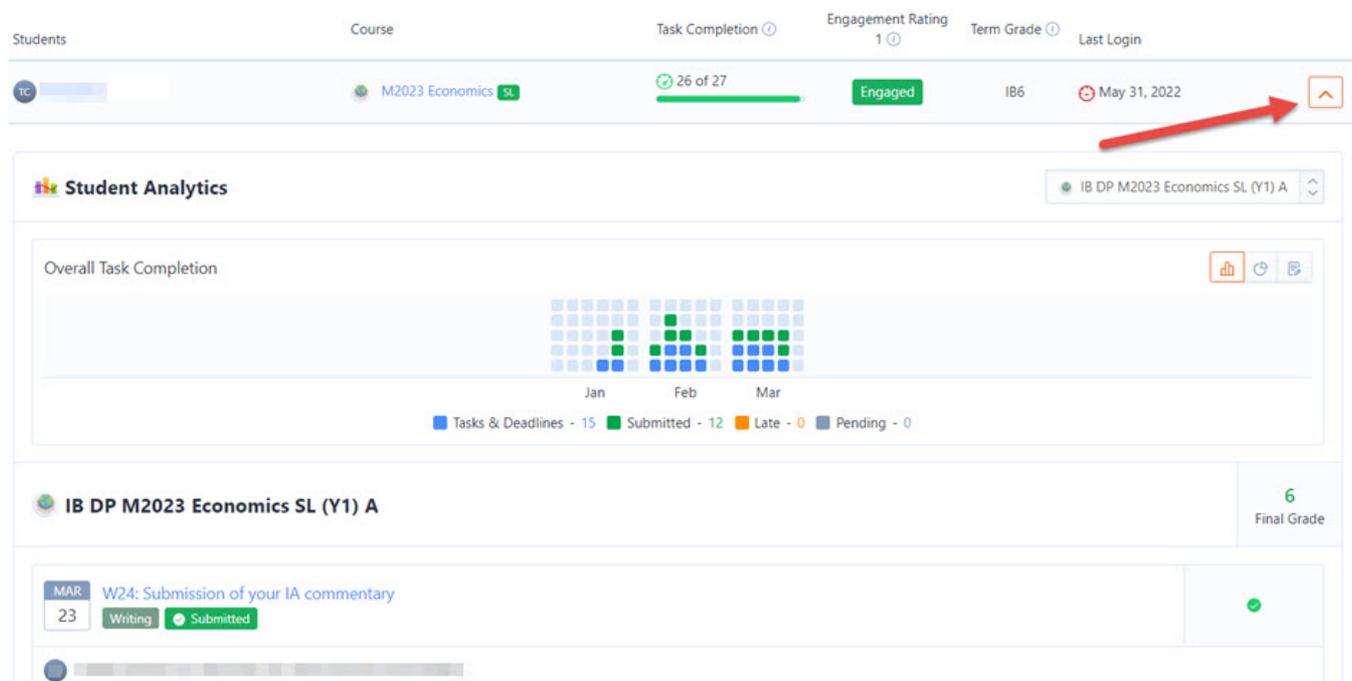
4. **Task Completion:** Documents all tasks, both formative and summative, completed in the selected term. This information is tracked by Pamoja School Services.

5. **Engagement Rating:** Published on average every 5-weeks, the awarded engagement rating (ER) will directly correlate to student 'Task Completion'.

6. **Term Grade:** Published at the end of the reporting window, the awarded grade will be based on student performance in summative tasks and the weighting of each assigned task. All awarded term grades will be accompanied by a published report, accessible from each student's 'Academic Profile'.

7. **Last Login:** This is a live sync to student online activity, tracking each time a student enters the platform. This data is tracked by Pamoja School Services, attendance is reviewed each week to flag any student who has failed to enter the platform in 7+ days.

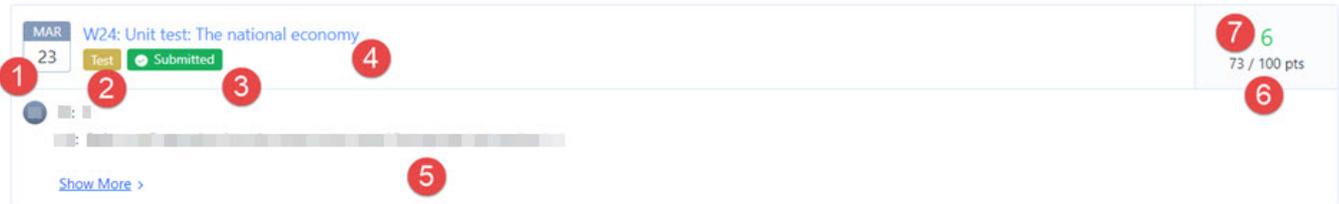
The SBC dashboard also has the functionality to provide a complete breakdown of students' course submissions over the course of a reporting window. Course details are accessible via the 'arrow' dropdown located against each student line:



The 'Overall Task Completion' chart will provide a visual display of all course submissions over a 3-month period. Each task tile is colour coded to indicate the point of submission:

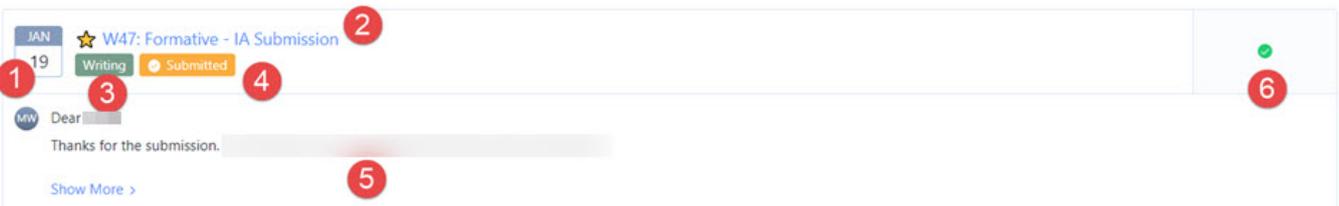
- **Green** – submitted on time
- **Orange** – submitted late
- **Grey** – pending submission. The status of the task is dependent on the due date, indicating either an outstanding task or one where the due date has yet to pass
- **Blue** – formative task

The SBC dashboard will present all completed summative tasks with the following information:



1. **Date:** The calendar graphic denotes the deadline for submission.
2. **Task Type:** Identifies the task set e.g. Essay, Journal, Quiz, Exam, Self reflection etc.
3. **Submission Status:** Colour coded indicating whether an assignment was submitted on time (green), late (orange) or pending (grey).
4. **Task Title:** The title will include the name of the task and academic week when delivered. A link will also be embedded in the title, allowing users to redirect to the task page.
5. **Teacher Feedback:** All summative tasks can expect to receive feedback.
6. **Points:** The total displayed will be task dependent.
7. **IB Grade:** The points awarded for each task will be automatically converted to an equivalent IB grade.

Complete formative tasks will have reduced feedback, but will provide SBCs with the following:



1. **Date**
2. **Task Title**
3. **Task Type**
4. **Submission Status**
5. **Teacher Feedback:** This is dependent on the expectation of the task.
6. **Completion Status** – A 'green tick' indicates a completed formative task

If you have any questions regarding the SBC dashboard, please contact Pamoja School Services via [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com).

## 3.2 Pamoja Home

Pamoja Home, accessible via your School ManageBac account, includes an extensive courses catalogue, monthly Site-Based Coordinator (SBC) Calendar, handy resources, blogs, links to Pamoja Webinars, useful updates, video tutorials and Pamoja Online Courses information.

Upon logging into your School's instance of ManageBac and navigating to Pamoja Home via the left-hand navigation menu, you will be brought to the 'Helpful Resources' page.

**Pamoja Home**

Helpful Resources | Pamoja Course Requests | SBC Dashboard

### Registration is now open for May 2024!

Need further help? Access our Help Centre

Help Centre  
Can't find what you are looking for? Access our Help Centre for more guidance.

**SBC Ambassador**  
Evgenia Roussou

SBC Ambassador - Evgenia Roussou  
Music is my life and subject specialism, along with researching and writing following my doctoral experiences. I am intrigued by human interactions and enjoy engaging in conceptual and critical thinking.

**SBC Ambassador**  
Frank Mensah

SBC Ambassador - Frank Mensah  
Working as an educator over the years feels like the best job in the world to me. I get to connect with students and help students navigate through their academic journey. I am happy to join the Pamoja team as I know this is bound to be a great thing.

#### Monthly SBC Calendar

May 2022	June 2022	July 2022	August 2022	September 2022
<b>MAY 1</b> May 2024 Pamoja Online Courses Registration Open	<b>JUN 1</b> May 2024 Pamoja Online Courses Registration Open	<b>JUL 1</b> May 2023 Transfer information/guides	<b>AUG 1</b> May 2024 Pamoja Online Courses Registration Open	<b>SEP 1</b> IBIS Guidelines
<b>MAY 10</b> May 2023 Term 4 Engagement Rating 1	<b>JUN 1</b> May 2023 English A Language and Literature SL IA Oral window ends	<b>JUL 1</b> May 2024 Pamoja Online Courses Registration Open	<b>AUG 5</b> Notify Pamoja of any retake students	<b>SEP 1</b> May 2023 Transfer information/guides
<b>MAY 11</b> May 2023 English A Language and Literature HL IA Oral window starts	<b>JUN 1</b> May 2023 Transfer information/guides	<b>JUL 5</b> Notify Pamoja of any retake students		<b>SEP 1</b> May 2024 Pamoja Online Courses Registration Open
<b>MAY 17</b> May 2023 End of Year 1 Exam window ends	<b>JUN 1</b> Notifying Pamoja of any changes/updates to your school's			<b>SEP 7</b> May 2023 Pamoja Online Courses reconvene for Year 2

The sliding banner at the top of the screen displays important Pamoja news. Directly below this you will find the SBC Calendar.

Each month contains notable events occurring in that month within the Pamoja academic calendar. Clicking the links will bring you to guidance articles for further information regarding this event.

You will also be able to view our current SBC Ambassadors. If you are interested in learning more about how to become an SBC Ambassador, please contact [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com).

Scrolling down you will find a section containing carefully selected resources such as course calendars, SBC role descriptions, 'How To' guides and other Help Centre articles.

Helpful Resources

**Pamoja Online Courses on ManageBac**  
Pamoja Online Courses on ManageBac: A Walkthrough for Students & SBCs  
Review our latest enhancements and improvements for Pamoja Online Courses on ManageBac. This guide will give you a clear walkthrough of the new platform for our Online Courses.

**Admissions Timeline and Fees**  
Admissions Timeline and Fees - September 2022  
Information on admissions fees and timelines for September 2022 academic year.

**Course Calendar 2020 - 2022**  
Course Calendar 2020 - 2022 (May)  
Key dates for 2020 - 2022 May exams session.

**Course Calendar 2021 - 2023**  
Course Calendar 2021 - 2023 (May)  
Key dates for 2021 - 2023 May exams session.

**Course Calendar 2022 - 2024**  
Course Calendar 2022 - 2024 (May)  
Key dates for 2022 - 2024 May exams session.

**Course Calendar 2021 - 2022**  
Course Calendar 2021 - 2022 (Nov)  
Key dates for 2021 - 2022 November exams session.

**Course Calendar 2022 - 2023**  
Course Calendar 2022 - 2023 (Nov)  
Key dates for 2022 - 2023 November exams session.

**Site-based Coordinator (SBC) Job Description**  
Site-based Coordinator (SBC) Job Description  
Learn more about the role of the SBC and your school's involvement when your students take an Online Course.

**May 2022 Predicted Grades Process**  
May 2022 Predicted Grades Process  
Pamoja Online Courses Predicted Grades distribution process to Schools (May 2022 session).

**Locating Semester Reports**  
Locating Semester Reports  
Looking for Semester Reports? Use this helpful article to help you find them.

**Pamoja Submission Timeline**  
Pamoja Submission Timeline

**Locating Term Grades and Engagement Ratings**  
Locating Term Grades and Engagement Ratings

**English A HL IA Oral Procedure**  
English A Language and Literature

**English A SL IA Oral Procedure**  
English A Language and Literature

**How to Register New Year 1 Students**  
How to Register New Year 1 Students

**SBC Ambassador - Frank Mensah**  
Working as an educator over the years feels like the best job in the world to me. I get to connect with students and help students navigate through their academic journey. I am happy to join the Pamoja team as I know this is bound to be enriching.

For a full run down of all Help Centre articles you may navigate to the tile located at the top right of the page.

**Pamoja Home**

Helpful Resources | Pamoja Course Requests | SBC Dashboard

**Registration is now open for May 2024!**

Welcome to Pamoja Home! This is your one-stop place to find all you need to know about Pamoja Online Courses. Pamoja Home is the place to peruse our extensive course catalogue and read our latest blog posts. If you are looking to register a student, please get in touch with us via [admissions@pamojaeducation.com](mailto:admissions@pamojaeducation.com).

**Monthly SBC Calendar**

June 2022	July 2022	August 2022	September 2022	October 2022
<p><b>JUN 1</b> May 2024 Pamoja Online Courses Registration Open</p> <p><b>JUN 1</b> May 2023 English A Language and Literature SL IA Oral window ends</p> <p><b>JUN 1</b> May 2023 Transfer information/guides</p>	<p><b>JUL 1</b> May 2023 Transfer information/guides</p> <p><b>JUL 1</b> May 2024 Pamoja Online Courses Registration Open</p> <p><b>JUL 5</b> Notify Pamoja of any retake students</p>	<p><b>AUG 1</b> May 2024 Pamoja Online Courses Registration Open</p> <p><b>AUG 5</b> Notify Pamoja of any retake students</p>	<p><b>SEP 1</b> IBIS Guidelines</p> <p><b>SEP 1</b> May 2023 Transfer information/guides</p> <p><b>SEP 1</b> May 2024 Pamoja Online Courses Registration Open</p> <p><b>SEP 7</b> May 2023 Pamoja Online Courses reconvene for</p>	

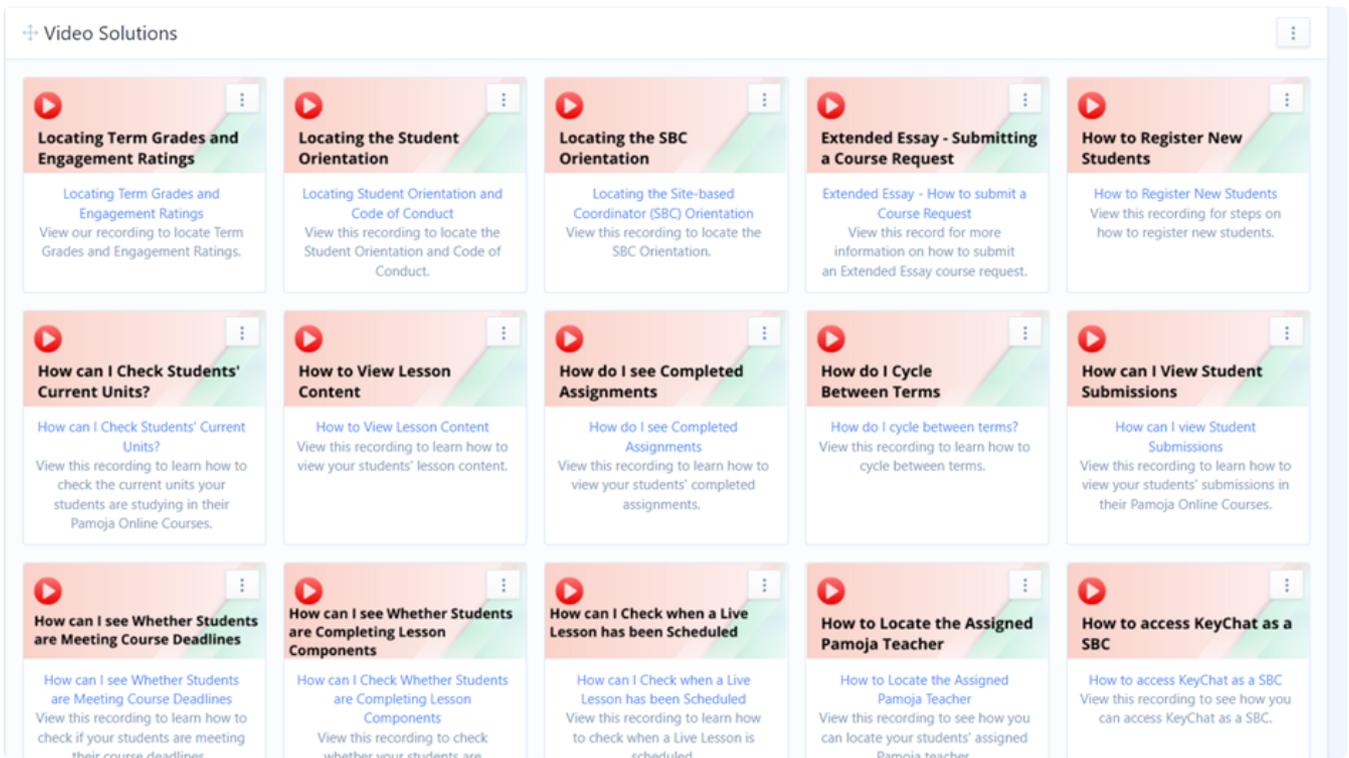
**Call Us**  
+44 1865 636100

**Need further help? Access our Help Centre**

**SBC Ambassador - Evgenia Roussou**  
Music is my life and subject specialism, along with researching and writing following my doctoral experiences. I am intrigued by human interactions and enjoy engaging in conceptual and critical thinking.

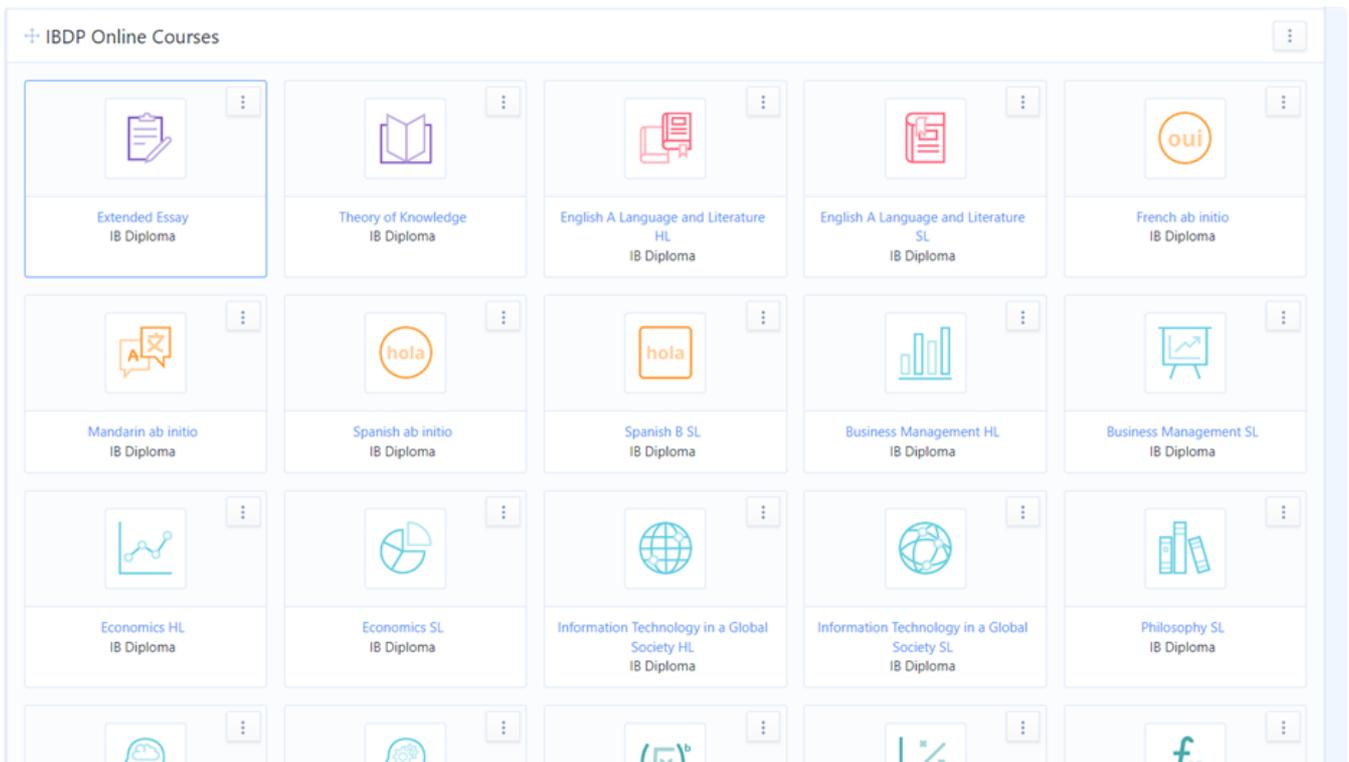
**SBC Ambassador - Frank Mensah**  
Working as an educator over the years feels like the best job in the world to me. I get to connect with students and help students navigate through their academic

Moving down the page you will find specially recorded video tutorials and screencasts detailing how to complete various tasks and navigation, such as how to view student lesson content, how to register new students and how to locate teacher information. Clicking into each tile will bring you to the relevant information.

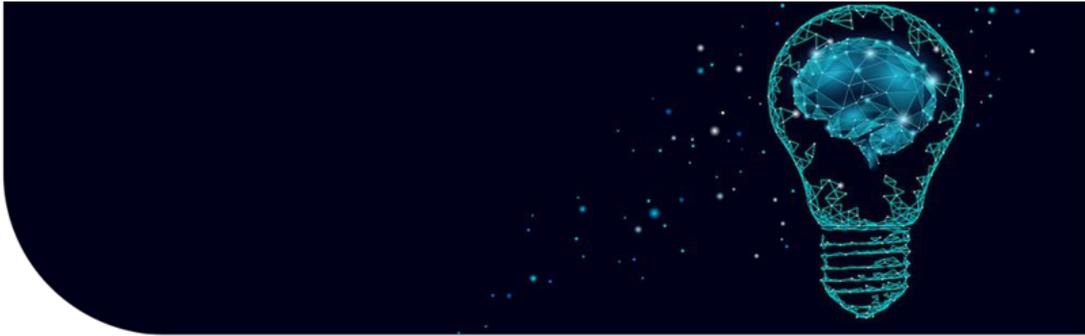


Pamoja Home also contains a link to Pamoja webinars. Our webinars are live casts presented by a member of the Pamoja team. During these webinars our team will delve into all things Pamoja, including our approach to online learning, how to support students taking online courses, and more.

Moving further down Pamoja Home you will find a round-up of the Pamoja Online Courses that are currently offered.



Clicking into each tile you will find an overview of that course, including duration, structure and more.



IB Diploma

## Theory of Knowledge

Our course combines IB-authorized content with a focus on asking questions, listening to the perspectives of others, and forming evidence-based opinions; all relevant material is included within the course. Our global online classrooms are particularly useful to stimulate discussions with a wide variety of cultural viewpoints.

10 Units

187 Lessons

2 Years

### Course structure

The course reflects the requirements of the revised IB syllabus (first examinations May 2022).

- A focus on the core theme of Knowledge and the Knower.
- Updated area of knowledge units to reflect the updated subject guide
- New units on two of the optional themes: Language and Technology (we do not explicitly cover the other optional themes but they may be touched upon during the other parts of the course)
- Updated content supporting the external assessment: the Essay

USD

Year 1  
1,390

Year 2  
1,460

CONTACT PAMOJA

SCHEDULE A DEMO

Pilot the Pamoja Online Course for **up to four weeks** from the day the course commences.

*Please note, that all courses offered are subject to receiving a minimum of 5 students at the beginning of the academic year. We will contact the school prior to the course start date if we are unable to take a course forward.*



Further down the page you will find the newsfeed. Here you can use the arrows to browse Pamoja-wide updates, blog posts and key information.

External Newsfeed (15)

#### Introducing the new Pamoja Home

Helpful Resources  
Video Solutions  
Informative Webinars

May 30, 2022

[Introducing the new Pamoja Home - Pamoja](#)

Pamoja Home is an important space for Site-based Coordinators (SBCs) to access engagement analytics for students who take

Pamoja  
pamojaeducation.com

#### Product Update May 2022

Digital Society  
Course Registration  
Report Collection

May 31, 2022

[Product Update May 2022 - Pamoja](#)

As the exam period closes and the summer break begins for many schools, we have a few updates to share with you including curriculum

Pamoja  
pamojaeducation.com

#### My Experience with Pamoja's Transition to ManageBac

April 6, 2022

[My Experience with Pamoja's Transition to ManageBac - Pamoja](#)

As I progress further into the school year, I have become increasingly aware of how much knowledge I acquired in the previous year.

Pamoja  
pamojaeducation.com

#### Year In Review 2021

With the support of the Pamoja community, we look forward to 2022 being our best year yet!

December 30, 2021

[2021 Year in Review - Pamoja](#)

As the new Principal of Online Courses and as an experienced international school Headteacher, I have seen firsthand the

Pamoja  
pamojaeducation.com

Pamoja Home also contains quick access to any current pending and enrolled course requests your students have for Pamoja Online Courses, via the second tab found at the top of the page.

**Pamoja Home**

Helpful Resources | **Pamoja Course Requests** | SBC Dashboard

The students below are grouped by their Pamoja course request status.

Quick Search

You will find information on the right-hand side including an overview of all the current Pamoja Online Courses we offer, a link to our Help Centre article explaining the course registration process, and a link to where you can find the registration deadlines.

The screenshot displays the Pamoja Home interface. At the top, there is a blue header with the text "Pamoja Home". Below the header, there are three navigation buttons: "Helpful Resources", "Pamoja Course Requests", and "SBC Dashboard". A red arrow points to the "SBC Dashboard" button. Below these buttons, there is a search bar labeled "Quick Search".

The main content area is titled "Pending" and contains a table of pending course requests. A red arrow points to the "Pending" title. Below the title, there is a descriptive text: "The course requests in this section have been completed and are pending approval from the Pamoja team. If additional clarification is required the Pamoja team will reach out to the SBC directly." Below this text is a table with the following data:

May 2023 Exam Session	Course	Registration Date
Bryan	English (Language and Literature)	Apr 29, 2021 at 6:18 AM

A red arrow points to the "English (Language and Literature)" course name in the table. To the right of the main content area is a sidebar titled "Pamoja Online Courses". The sidebar contains several links: "Browse Pamoja Courses", "Configure Subject Settings", and "Configure Registration Settings". Below these links is a section titled "Reference Guides" which includes "Pamoja Online Course Registration" and "Registration Deadlines".

Pamoja Home also contains direct access to the SBC dashboard. Just as in the SBC dashboard located in your Pamoja SBC ManageBac account, we offer a direct view of all current student engagement including term grades and engagement ratings.

# Lesson 4: Feedback and Reporting

# 4.1 Types of Assessment Feedback

The assessment guide below will explain what kind of feedback students can expect from their Pamoja teacher(s) in the different types of summative and formative assessments.

This includes summative and formative assessments, journal entries, self-assessed or peer assessed activities.

## Teacher Graded

- Major assessments (such as end of year exams and trial exams) and minor assessments (such as end of unit tests) are graded by the teacher and individualised feedback is provided.
- Grades assigned are reflected in the gradebook and contribute towards the total average.

## Teacher-reviewed

- Teacher-reviewed assessments are stated as being 'Complete' or 'Incomplete' in the relevant entry in the gradebook. They do not count towards the average grade.
- General feedback is given to the entire learning environment in the form of an 'Announcement'.
- If your student struggled with an activity, the Pamoja teacher may decide to provide more individualised feedback.

## Peer-reviewed

- Peer-reviewed assessments are encouraged via informal group work assignments within classes.
- Each student is a member of a virtual classroom along with classmates based around the world, allowing students to develop the ability to objectively evaluate their peers' work.
- This also provides an excellent opportunity for students to learn about different cultures and understand varying global perspectives, further promoting their international education within a collaborative global community.

## Automated Assessment

- This is a quiz that is built into the content of the course for a particular week.
- In cases where a student has performed poorly, the Pamoja teacher will follow up with the student.
- A team of Pamoja teachers may decide to give general feedback as an 'Announcement' if the automated grade calculated requires review.

## Other Formative Assessments

- An example of this is a discussion or wiki.
- Feedback will tend to be general and focus on promoting activity within the discussion or wiki.
- If a student fails to contribute adequately, the Pamoja teacher will investigate the reason.

## 4.2 Reporting

### Engagement Ratings and Semester Reports

Reporting happens on average every five weeks and will be entered into the student's gradebook. The engagement rating (ER), linked to a series of weeks, is determined by quality and quantity of tasks required for completion during this time period.

#### Review:

- [Pamoja Education Academic Calendar](#)

### Reporting Overview

While teachers individually assess both formative and summative tasks, formal reports reflect overall student achievement using a criteria at that point in time.

These are the main types of reports received throughout the two years:

#### Engagement Ratings (ERs)

Pamoja teachers report on student performance in formative activities on average every five weeks with an Engagement Rating (ER) of 'Engaged', 'Insufficiently Engaged' or 'Non Engaged'. These relate to specific descriptors regarding the student's completion of course activities and engagement with course content and classmates' contributions.

The primary source of data when teachers need to decide ERs will be the course analytics available in the Pamoja ManageBac Platform.

#### Top Tips:

- ERs are reported for the most recent period and do not take into account previous ERs.
- ERs of 'Insufficiently Engaged' or 'Non Engaged' will be accompanied with comments or feedback on how a student can become 'Engaged'.
- We encourage students to reflect on their ERs and communicate with their Pamoja teacher(s) and SBC regarding this.

#### Semester Reports and Term Grades

In addition to the ERs, Pamoja teachers provide term grades and written reports at regular intervals during the two year course. These can be located in the platform by reviewing the Grades and Reports page.

- The **Term Grade** is an attainment level (IB 7-1). This generally encompasses the term's attainment and teachers provide these six times over the two year course.
- A **teacher written narrative comment**. These are provided once a semester, therefore four times over the two year course.

Read: [Why is there no grade in a Term 1 Student Report?](#)

## Locating Semester Reports



### Student self-reflection comment

Students are encouraged to participate in the reporting process through a self-reflection assignment.

There are three student self-reflection opportunities throughout the two year course which is located in the platform as an assignment. It is a chance for students to reflect and communicate with their Pamoja teacher(s) about their progress.

### Pamoja Grades

Pamoja appreciates that schools, for reasons of their own reporting schedules or school grading systems, may want either a grade conversion or a predicted grade at points in the course.

Please be aware of what is already offered by Pamoja in this area.

### Projected Grades

This is the best case scenario prediction of the grade the student is likely to get if they continue to achieve at the level when the grade was given. It can be used to support university applications and may be accompanied by a reference.

### Registering students in the International Baccalaureate Information System (IBIS) for their exams

The Diploma Programme Coordinator (DPC) and/or you as the Site-Based Coordinator (SBC) are responsible for registering students for final exams on IBIS. Students need to be registered as online students and Pamoja must be indicated as the online course provider.

It is imperative that students are registered properly to ensure Pamoja teachers and Pamoja School Services are able to submit predicted grades and IA marks on IBIS, and upload the selected samples.

### **Predicted Grades (PGs)**

The predicted grade is assigned to each student for each of their subjects close to the end of the course.

The IB requires this to allow them to check students, whose grades when marking is complete are much lower than predicted, to ensure it is not an error in the marking that is at fault.

What this means is if a student is predicted a grade 7 and their final mark is a grade 4 the IB will automatically remark their work before grades are published.

It is not Pamoja policy to inform students of this grade. SBCs can contact Pamoja School Services via [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com) if they wish to inquire regarding this.

### **Additional Resources**

#### **Pamoja Education Policies**

- [Student Engagement Policy](#)
- [SOP - Students on Academic Review](#)

#### **Helpful Articles**

- [Predicted Grades, Projected Grades for University, and Grade Conversion](#)
- [How to obtain a Predicted Grade for a student who is applying to a College?](#)
- [Webcam Netiquette](#)

## 4.3 Contacting Us

**Thank you for completing the SBC Orientation**

If you need support from Pamoja School Services, please contact us on the following:

Telephone (Mon-Fri, 8am-5pm GMT/BST): +44 1865 636 100

Pamoja Admissions: [admissions@pamojaeducation.com](mailto:admissions@pamojaeducation.com)

Pamoja School Services: [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com)

# SBC FAQs - Frequently Asked Questions

 How can I view lesson content?



 How do I check the current Unit?



 How do I identify the assigned Pamoja Teacher?

