

# 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 requires you to:

1. Support the engagement of your students.
2. Facilitate communication between Pamoja, your student(s) and (when necessary) the parents or guardians of your student(s).
3. Register students with IBIS in readiness for Internal Assessments.
4. Facilitate End-of-Year Exams and Trial Exams.

In supporting the engagement of your students, it is vital that you monitor the progress of your students and take appropriate action where necessary. To support you with this, You will have access to reports on student attendance, and engagement as well as oversight of student progress with their assignments.

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 a 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 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 conducts weekly reviews of students failing to meet course requirements:

- **Engagement:** Students who do not meet task deadlines will be flagged, and communications will detail the outstanding task and how many days they are 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 the total weeks absent from the course. An email will be sent to SBCs if their student(s) fails to enter the platform in 7+ days.

Please note, that 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 students' 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 pace 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 teachers 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 students' 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 courses (except Film SL) contain End of Year Exams in the first year and Trial Exams in the second Year. Exam papers will be provided to you before the exam period, you will then need to organise a time and place for your student(s) to take the papers 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 students to review feedback from their Pamoja Teachers.

# 1.3 Help

We want to ensure that as a 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 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 Boost platform for 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](https://snowflake.haesemathematics.com.au)

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

[d8kmgdlkpb9ut.cloudfront.net](https://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 their Pamoja Online Course(s) 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.
- It is a requirement for Year 1 students to have met with their Pamoja teacher(s) within the first four weeks of the course. Pamoja teachers will reach out to students in order to arrange this meeting. It is an introductory meeting for students to 'meet' and introduce themselves to the teacher with whom they will work for the duration of their two-year Diploma course. It is expected that students are proactive in ensuring that this meeting takes place.

To support student engagement, it is important for students to meet with their Pamoja teacher(s) or attempt to schedule a meeting within the first four weeks of the course. If a meeting does not take place, we will make a note in the initial Engagement Ratings and contact the relevant parties to arrange a call.

Students joining after the start of the course will also be expected to meet their Pamoja teacher(s) within the first four weeks of their joining a course.

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

## 2.2 Your Account

### Pamoja Account Functionality

In this section, we 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 are presented with your account's 'Home' page. The following section details each function within the 'Home' page, labelled below from 1-6.

The screenshot shows the Pamoja SBC Orientation dashboard. It features a top navigation bar with a calendar (1), engagement metrics (2), and exam session information (3). Below the navigation bar is a 'Select a Student' dropdown (4) and a 'Student Analytics' section (5) displaying a grid of task completion data. The main content area shows a list of assignments for 'IB DP M2022 French ab initio SL (Y2)' with a final grade of 6. The bottom navigation bar (6) includes links for Portfolio, Reports, Guides & Handbooks, and KeyChat.

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

The close-up screenshot shows the SBC calendar for April 2022. It displays the current month and year, along with a list of important dates for October 16th:

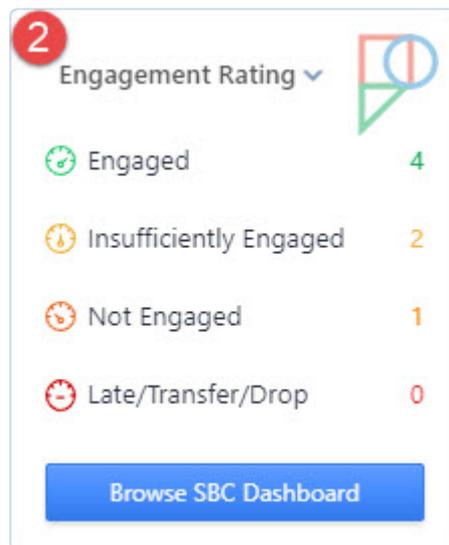
- OCT 16 PG Distribution (6th-12th April)
- OCT 16 Semester 4 Report publication
- OCT 16 Pamoja IA upload deadline/process

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

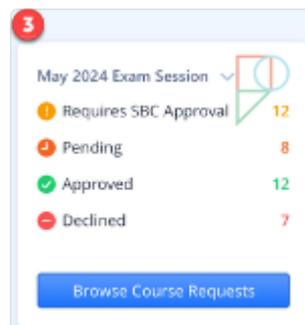
The events listed against the calendar are synced to Pamoja Home and provide links to useful Help Centre articles.

To access your complete SBC calendar, please visit [Pamoja Home](#), which is located at the bottom of the left-hand navigation menu in your school's instance of ManageBac. This calendar displays all important dates for SBCs, including when semester reports are published, registration deadlines, and more.

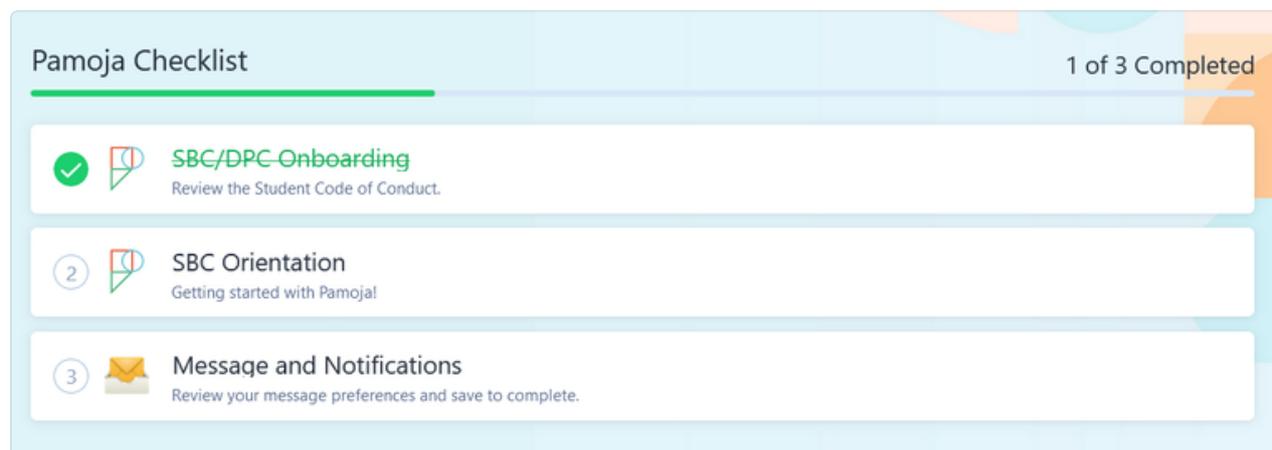
- 2. **Engagement Rating:** A top-level view of student engagement for the current reporting period. Clicking into the tile, shows engagement information for each of your current students, including grades, Engagement Ratings, last login date and tasks completed. For more information on the SBC dashboard 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 school's current Pamoja Online Course requests, if submitted via your School's ManageBac account.



**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 redirects you to the relevant page that requires completion. Once all tasks are complete, the checklist is removed from the 'Home' page.



4. **Select a Student:** The dashboard's content depends on the student selected. The dropdown categorises students by their DP year group.



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

**Student Analytics**
IB DP M2024 Spanish ab initio ...
Term 1 (Sept 08 - Oct 26) & Term 5 Y2 (Sept 08 - O...

**Overall Task Completion**

Sep      Oct

■ Tasks & Deadlines - 3  
 ■ Submitted - 6  
 ■ Late - 0  
 ■ Pending - 3

**IB DP M2024 Spanish ab initio SL (Y1)**

**Term Average: 70.00% - 7**

Final Grade

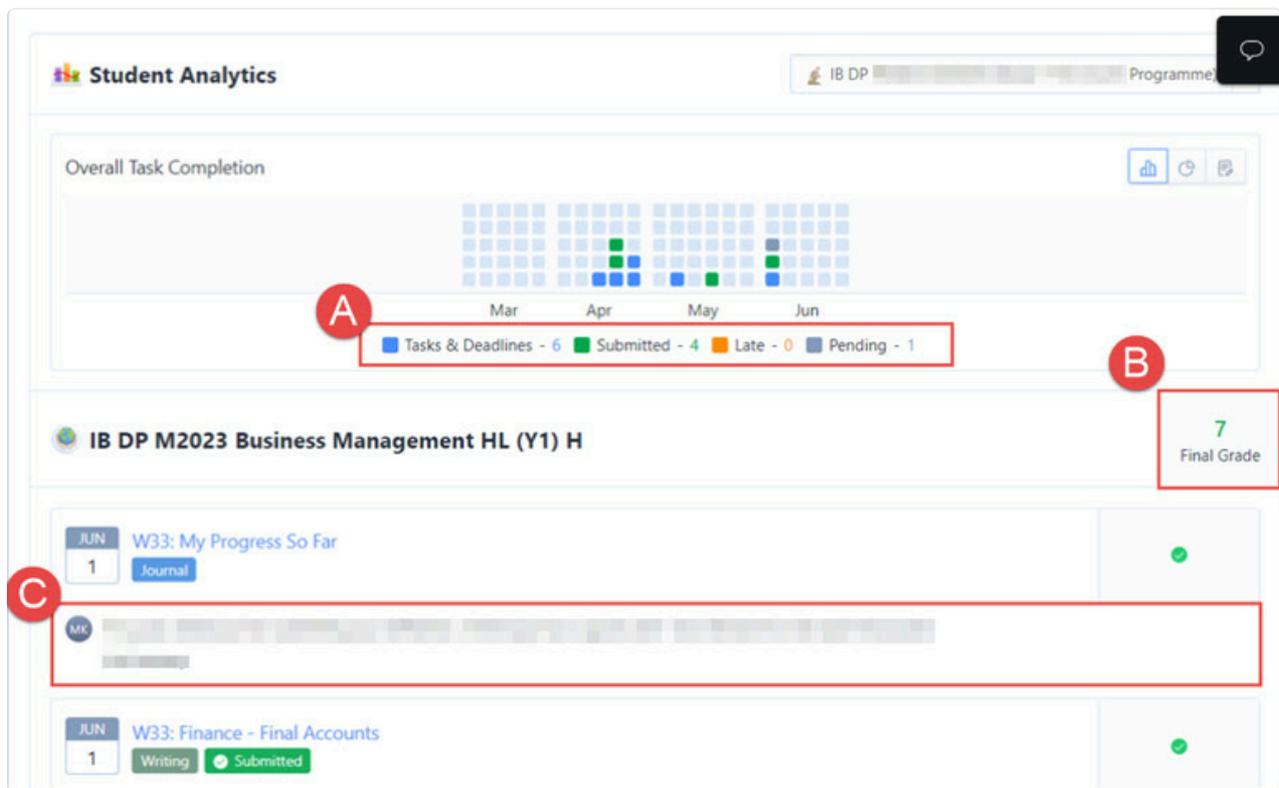
OCT 25	<p><b>W7: Student Self-Reflection 1</b></p> <p>Self reflection <span style="color: green;">✔ Submitted</span></p>	<p><b>Engaged</b></p> <p>1 / 1 pts</p>	✔
<p> Thank you Chloe - its great to see you progressing so well in the course.</p>			
OCT 18	<p><b>W6: Describe la imagen</b></p> <p>Essay <span style="color: green;">✔ Submitted</span></p>	<p>CAL1:   CBM:   CCCU:</p> <p><span style="color: blue;">6</span> <span style="color: blue;">6</span>   <span style="color: blue;">4</span> <span style="color: blue;">6</span>   <span style="color: blue;">3</span> <span style="color: blue;">3</span></p> <p>Local Points: <span style="color: blue;">7</span> <span style="color: blue;">10</span></p>	
<p> Hi Chloe thanks for that - you left out any of the girls hobbies/interests which would have given you a few more marks.,</p>			
OCT 11	<p><b>W5: TOK – What is your friend like?</b></p> <p>Discussion <span style="color: grey;">● 0/2 Discussion Posts</span></p>	<p>⊘</p> <p><b>Not Submitted</b></p>	
OCT 11	<p><b>★ W5: Grammar Quiz 1</b></p> <p>Quiz</p>	<p>⊘</p> <p>Not Assessed Yet</p>	
OCT 10	<p><b>W4: Speak: Group Conversation 1</b></p> <p>Conversation</p>	<p>⊘</p> <p>Not Assessed Yet</p>	

This gives 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.

<https://open.gitbook.com/~space/-MZHb93omsDyEIJ4syRN/~gitbook/pdf?back=false>

18/56



**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

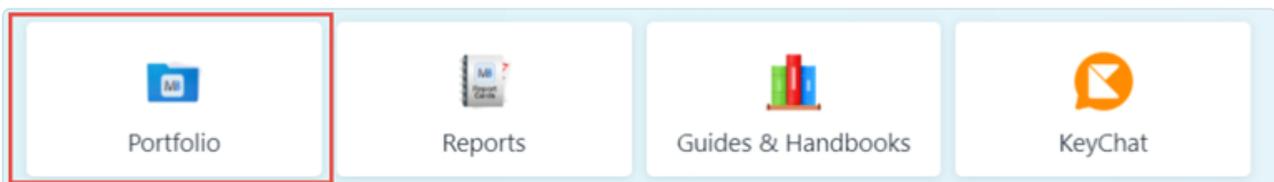
Hovering over each square in the chart provides an overview of that task, key information regarding the task type and submission deadline.

The screenshot displays the 'Student Analytics' interface. On the left, there is a section for 'Overall Task Completion' with a calendar grid. A red arrow points to a task in the grid. Below the grid, it shows 'Tasks & Deadlines - 10'. The main content area is titled 'IB DP M2022 Business Management HL (Y2) C'. A 'Task' modal is open, showing details for 'W48: Quality in School Work' on 'JAN 19'. The task is a 'Journal' entry for 'Operations Management 1' due on 'Wednesday at 12:00 AM'. The details include: 'Provide your responses as a Journal entry in your Portfolio entitled Quality in School Work.', 'Teacher: Pamoja Academic', 'Unit: Unit 5: Operations Management 1', and 'Class: IB DP M2022 Business Management HL (Y2) C'. Below the modal, there is a list of tasks for 'MAR 23': 'W57: Paper 1 Practice Exam (Markscheme)' (Writing, Pending, Not Assessed Yet), 'W57: Paper 1 Revision (Continued)' (Journal, Not Assessed Yet), and 'W56: Answering Paper 1 Practice Questions' (Discussion, Not Assessed Yet).

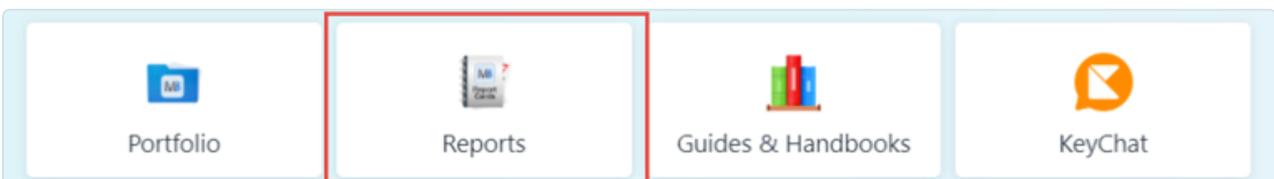
**B. Final Grade:** The grade presented in this section is the awarded Term Grade for the current reporting period.

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

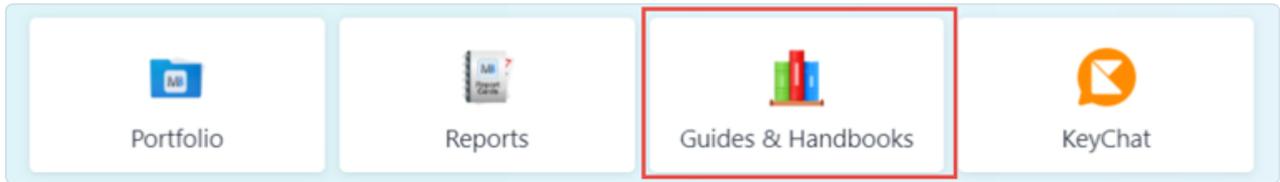
## 5. Quick Access Widgets



**Portfolio:** Takes 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 (also accessible via the left-hand navigation menu under 'Portfolio').



**Reports:** This takes you to the page containing all published Semester Reports, Term Grades and Engagement Ratings for the selected student (also accessible via the left-hand navigational menu under 'Academic Profile').



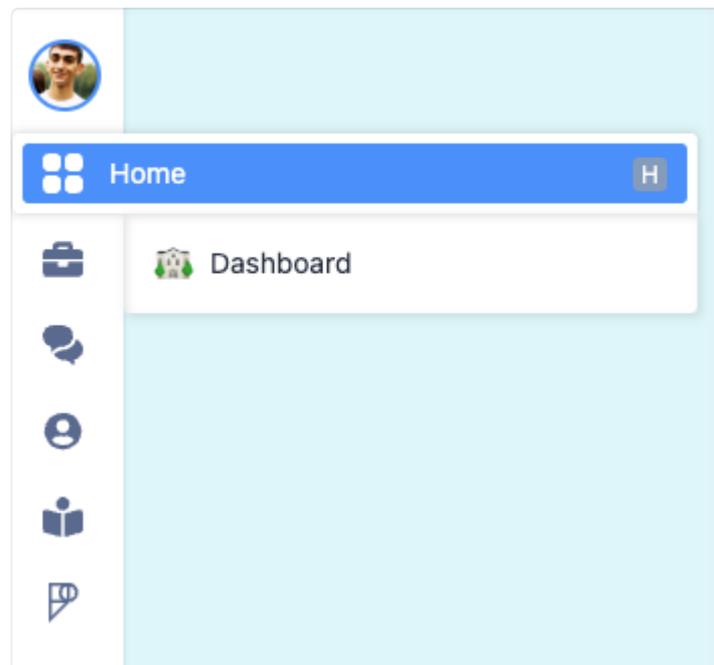
**Guides and Handbook:** Provides quick access to useful resources such as the Student Orientation and SBC Orientation.



**KeyChat:** Provides quick access to your KeyChat account. KeyChat is the in-built messaging function that allows you to communicate with your student's teacher(s).

## Dashboard

Entering the dashboard via the left-hand navigation menu, will provide all course specific information regarding your student's Pamoja Online Course(s).



This view offers an overview of all tasks, lessons, units, grades and feedback via the 'List View' and 'Weekly View' options for the selected student.

## Weekly View

The Weekly View displays 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 screenshot displays a list of five units, each with a representative image, a title, a status indicator, a start date, a progress bar, and a duration. The units are:

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

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

This close-up view shows the 'Show Lessons' dropdown menu for Unit 5 and Unit 6. The dropdown is open, displaying the number of lessons and tasks for each unit. The counts are:

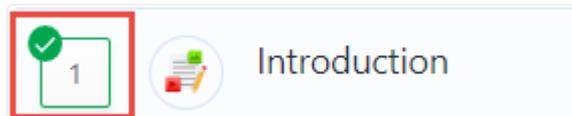
Unit 5: Marketing Basics	17 Lessons	13 Tasks
Unit 6: Marketing Mix and More	16 Lessons	13 Tasks

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



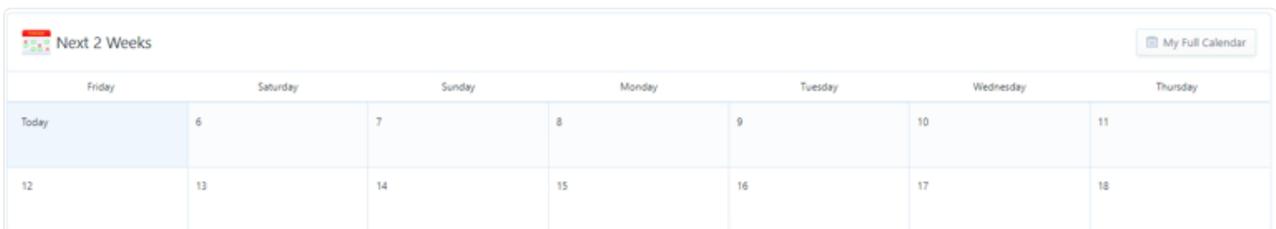
The dropdown provides students with access to 'Study Mode', allowing them to complete each lesson component and associated task(s). As an SBC you do not have access to Study Mode.

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

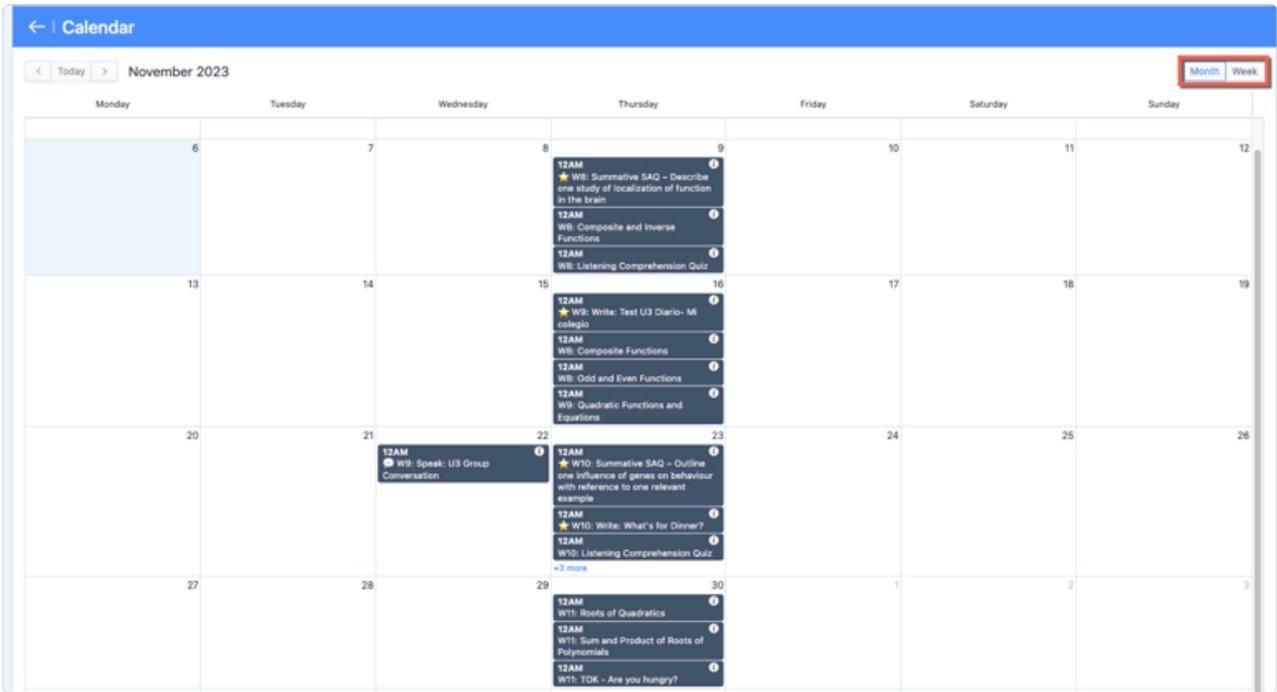


## Calendar

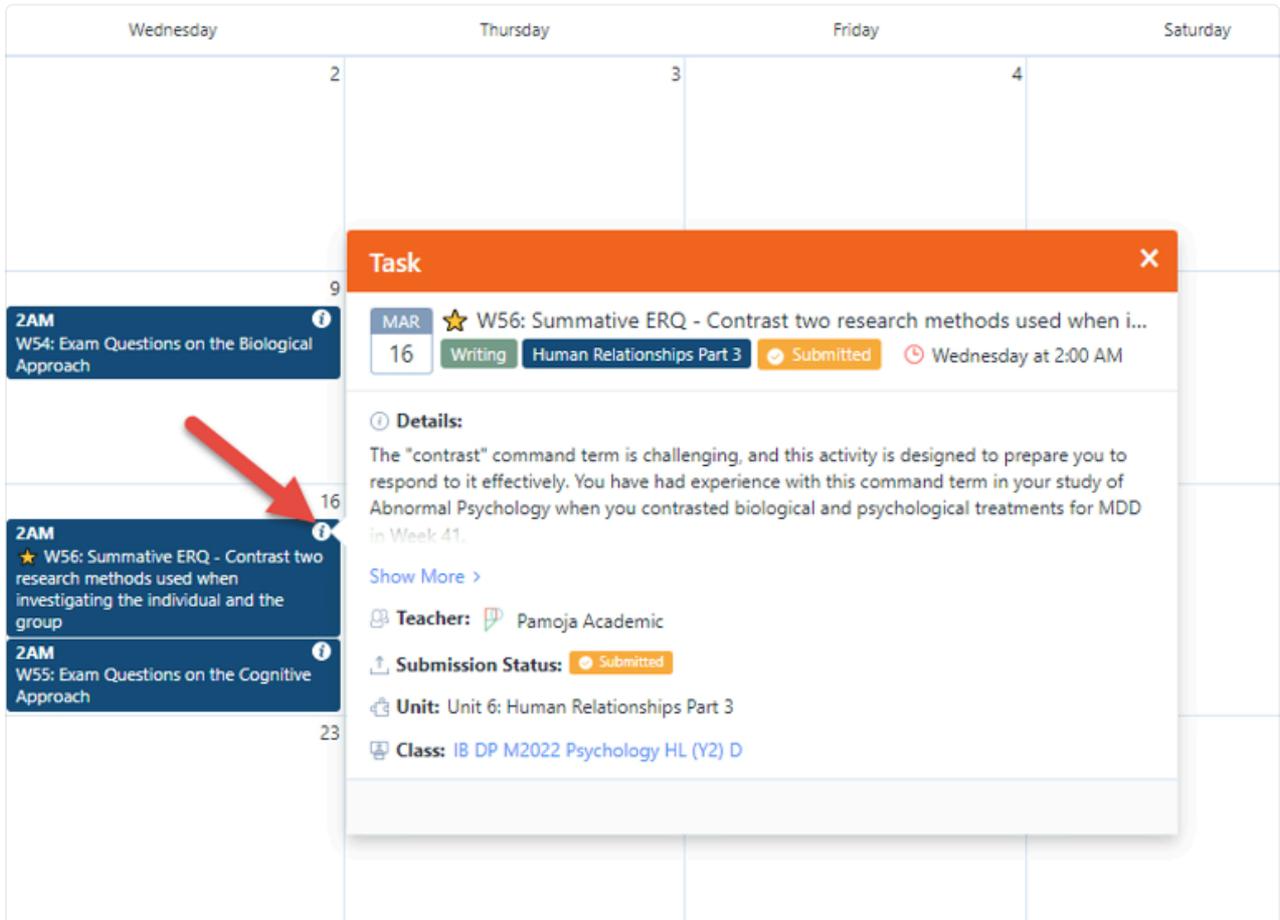
At the top of the dashboard, you can access the 'Next 2 Weeks' course calendar. The calendar displays the current month and a brief overview of important course deadlines and course events.



Clicking 'My Full Calendar' provides a complete overview of the selected student's Pamoja Online Course(s) calendar, which can be ordered by 'Month' or 'Week'. The calendar shows all events, tasks and deadlines for your student. You can subscribe to the calendar to push these deadlines to any external iCalendar, Google Calendar or other local calendar.

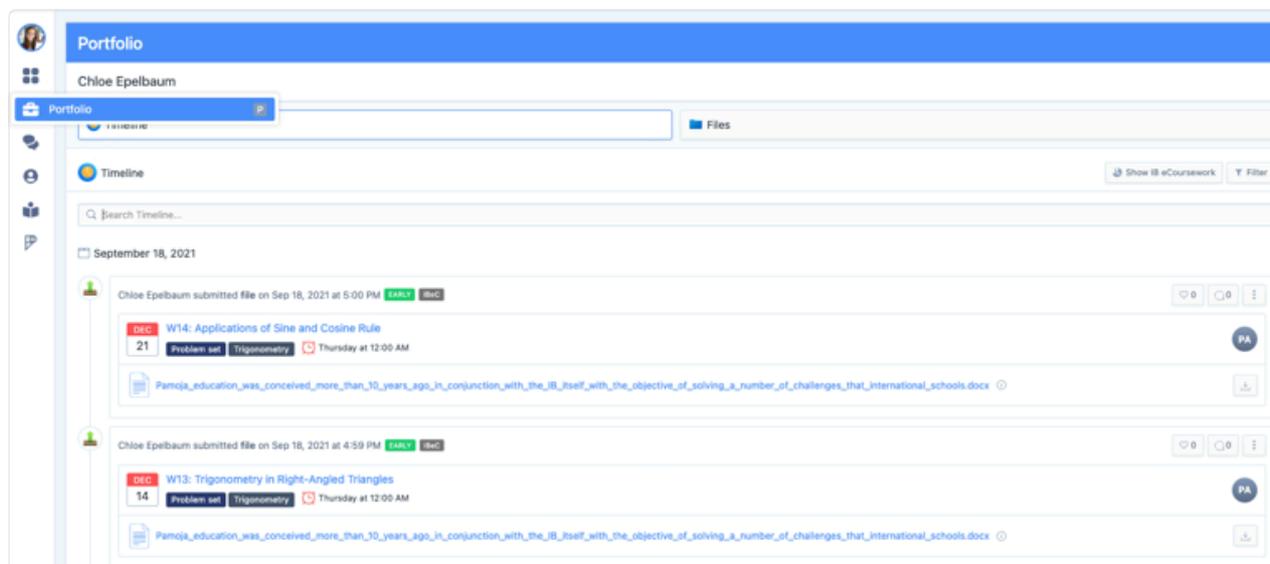


Hovering over the information(I) icon on each entry in the course calendar offers a condensed overview of the event.



## Portfolio

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



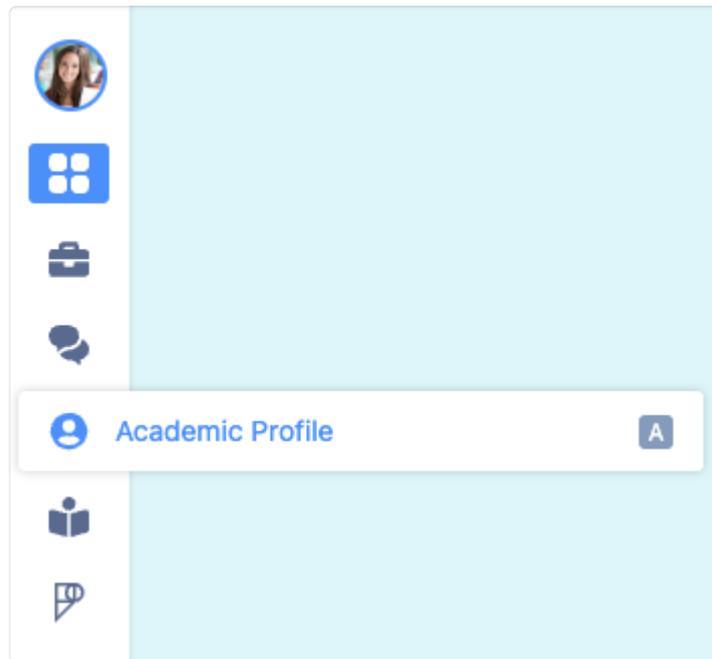
The portfolio functions as a timeline of all work submitted by the selected student. The work will display chronologically with the latest submitted assignment showing at the top of the page.

You can 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 also be downloaded as a pdf.

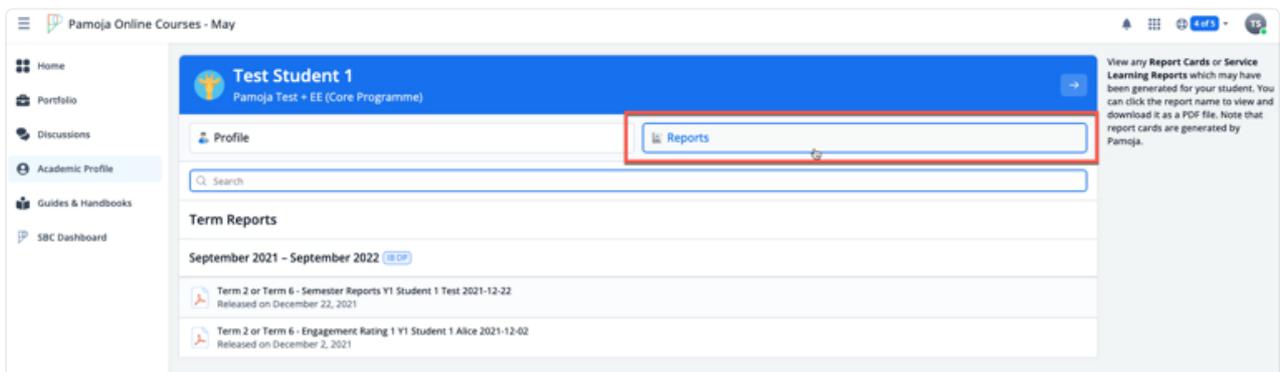


## Academic Profile

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 the Pamoja School Services team via [course@pamojaeducation.com](mailto:course@pamojaeducation.com).

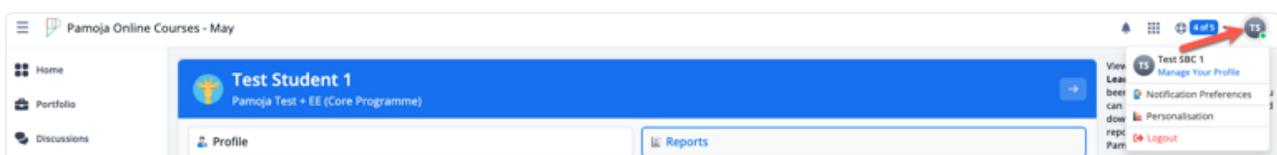


The Academic Profile is also the location to find all published student reports, including semester reports, engagement ratings and term grades.



## SBC Profile

Please ensure the information in 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.

The screenshot shows the 'Profile Information' page for a Site-Based Coordinator. The page is organized into three main sections:

- Personal Information:** Fields include Preferred Name, Salutation, Date of Birth, Gender, 1st Language, 1st Nationality, and Additional Nationality.
- Contact Details:** Fields include E-mail (with a dropdown for domain), Country, City, State/Province, Postal Code, Address, Address Line 2, Mobile Phone, and Home Phone.
- Work Details:** Fields include Title, Employer, E-mail, Country, City, State/Province, Postal Code, Address, Work Phone, and Fax.

## Help Centre

For access to helpful articles covering a wide range of FAQs and processes at Pamoja, be sure to utilise the Help Centre. You can easily find it by clicking on the 'Help & Support' tab located in the top right-hand corner of the page.

The screenshot displays the Pamoja Online Courses interface. In the top right corner, a user profile icon is visible, and a dropdown menu is open, with a red arrow pointing to the 'Help & Support' option. The main content area shows the profile of 'Test Student 1' with a 'Profile' tab selected, displaying 'Term Reports' for September 2021 and September 2022. A 'Help' sidebar is visible on the right, containing various articles and a 'QuickStart Checklist'.

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

The screenshot shows the ManageBac interface with a 'Product' dropdown menu open. The menu is organized into several categories:

- LEARNING**
  - ManageBac: Curriculum-First Learning Platform
  - OSC Study: Study & Exam Preparation
  - AssessPrep: Online Assessment
  - Pamoja Lesson Suite**: Ready-Made online resources
  - MiniPD: Professional Development
  - CurriculumTrak: For Faith-based Schools
- ADMISSIONS**
  - OpenApply: School Admissions Management
  - CRM: School Prospect & Communication
  - Schools Directory: Global School Database
  - iDAT: Diagnostic & Admissions Testing
- SCHOOL-TO-HOME**
  - SchoolsBuddy: Activities, Payments & PTCs
- COURSES**
  - Pamoja Online Courses**: Online Courses for the IB
  - Oxford Study Courses: Revision Courses for the IB
  - Wolsey Hall Oxford: Homeschooling
- SYSTEMS**
  - SchoolsTechnology: Tech Director Support Network
  - FariaOne: School OS
- RESOURCES**
  - DP SubjectCentre: Exam Calendars & Subject Guides
  - IB Concierge: Programme Evaluation

The 'Pamoja Online Courses' option is highlighted with a red rectangular border.

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 requests 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 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 Integrity procedures

### Essential Processes

The following section includes information on the processes related to student enrolment and updating information in a 'questions and answers' format. You can also 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 the admissions process.

If your school is not an existing ManageBac customer, please click [here](#) for guidance on the admissions process.

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:** [Student request to switch subjects/levels](#)

- ✓ **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.

Please notify [courses@pamojaeducation.com](mailto:courses@pamojaeducation.com) if details need to be updated.

## 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, considering their needs 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.

The process involves the completion of the following documents:

A Student Subject guide Questionnaire, including an Internal Assessment (IA) progress report, which we ask you to support your student(s) in completing if needed.

A placement test for the student, subject dependent . A SBC Transfer Questionnaire – in which we ask you to provide a snapshot of the student and their needs.

Finally, if the student has not studied the subject before, we also ask for a copy of their last report.

We will send these documents to the relevant Pamoja Course Advisor for review and upon acceptance, we then send you the 'SBC Transfer Agreement Document' in which we share the Course Advisor's feedback and recommendations and a catch-up plan for the student.

*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 Pamoja Online 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 with 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 and 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 provided to the named SBC(s) ahead of the exam window, providing guidance on Pamoja's exam processes and exam papers.

The named SBC(s) 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 dates. Once exams have been completed, scanned PDF copies are to be returned to the [Pamoja teacher\(s\)](#) for marking.

## Academic Integrity

Pamoja values honesty and academic integrity. We encourage all students to conduct themselves responsibly and expect all students to avoid academic misconduct.

**Review:** [Academic Integrity Policy](#)

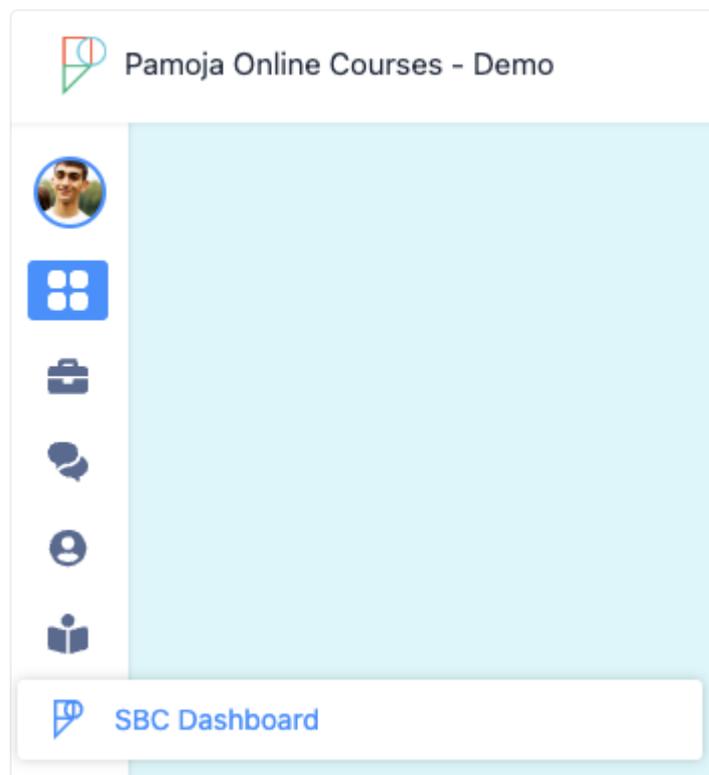
# Lesson 3: The SBC Dashboard & Pamoja Home

## 3.1 The SBC Dashboard

We have developed the SBC dashboard to ensure all Site-based Coordinators (SBCs) can effectively track student engagement and performance throughout their students' Pamoja Online Course(s).

The SBC dashboard is available with your Pamoja Managebac SBC account and is 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 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:

The screenshot shows the Pamoja Home dashboard. On the left is a navigation menu with options like Home, Portfolio, Discussions, Academic Profile, Guides & Handbooks, and SBC Dashboard. The main area is titled 'Pamoja Home' and 'Student Engagement Analytics'. It features a search bar and a dropdown menu for selecting terms. Below this is a table with columns for Students, Orientation Completion, Course, Task Completion, Engagement Rating, Term Grade, and Last Login. A red arrow points to the term selection dropdown.

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

The screenshot shows a detailed view of the Student Engagement Analytics table. Red circles with numbers 1 through 7 highlight specific elements: 1. Student name, 2. Orientation Completion status (green dot), 3. Course title, 4. Task Completion progress bar, 5. Engagement Rating (Engaged), 6. Term Grade, and 7. Last Login date.

1. **Students:** Complete list of students and their full names. The link embedded in a student's name allows 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.

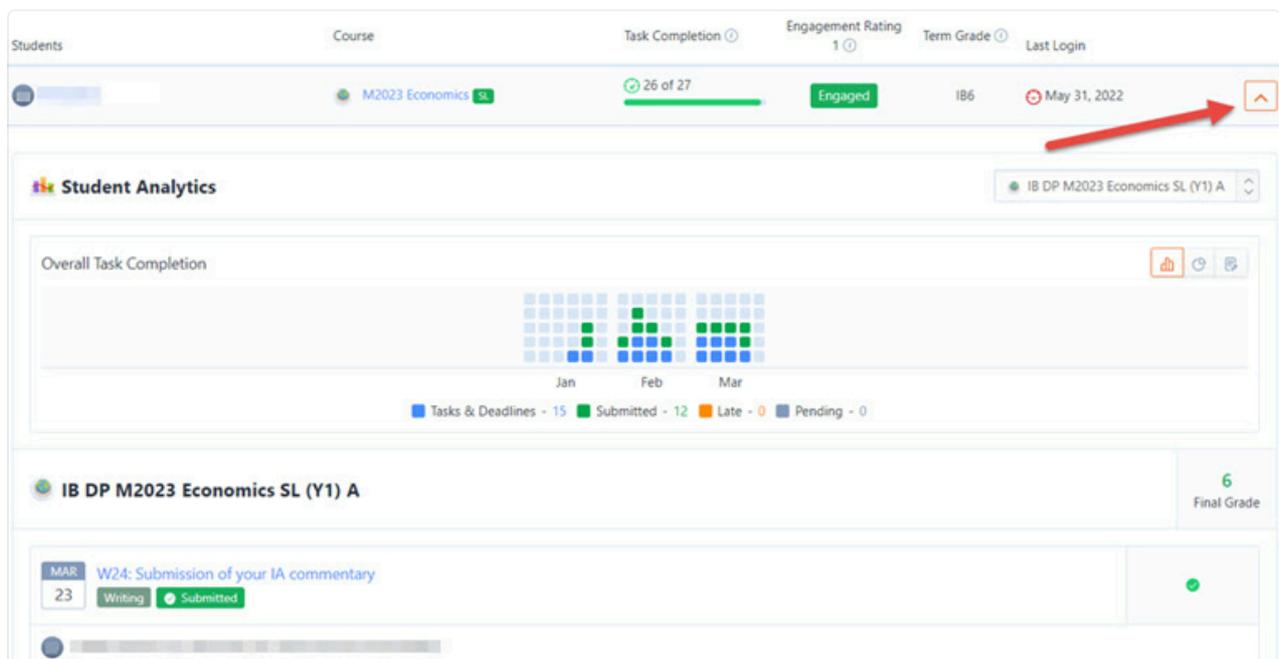
5. **Engagement Rating:** Published on average every 5-weeks, the awarded Engagement Rating (ER) will directly correlate to student 'Task Completion'.

6. **Term Grade:** Published at the end of the reporting window, the awarded grade is 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 synchronisation to student online activity, tracking each time a student enters the platform. This data is tracked by Pamoja School Services and attendance is reviewed each week to flag any student who has failed to enter the platform in 7+ days.

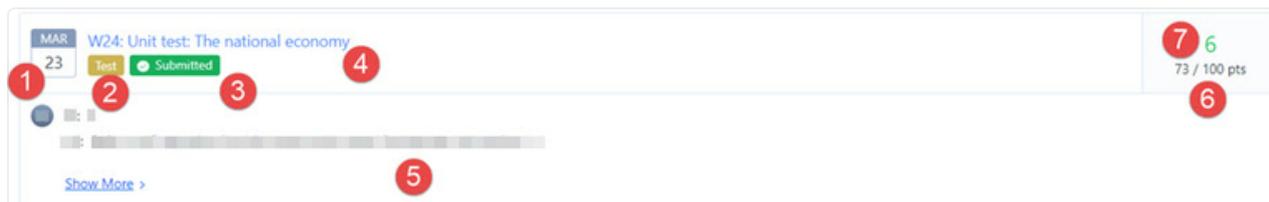
The SBC dashboard also has the functionality to provide a complete breakdown of students' course submissions over the course of a reporting window. Course details are accessible via the 'arrow' dropdown located against each student line:



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:

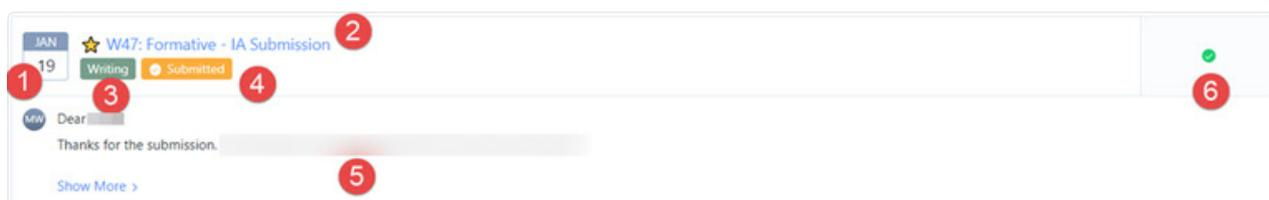
- **Green** – Submitted on time
- **Orange** – Submitted late
- **Grey** – Pending submission. The status of the task is dependent on the due date, indicating either an outstanding task or one where the due date has yet to pass
- **Blue** – Formative task

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**

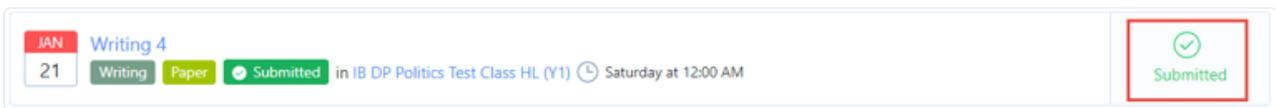
5. **Teacher Feedback:** This is dependent on the expectation of the task.

6. **Completion Status** – Depending on the status of the task, the following identifiers will be applied:

- **Complete:** Task has been marked complete by the teacher of record.



- **Submitted:** Task has been uploaded, deadline for submission is open.



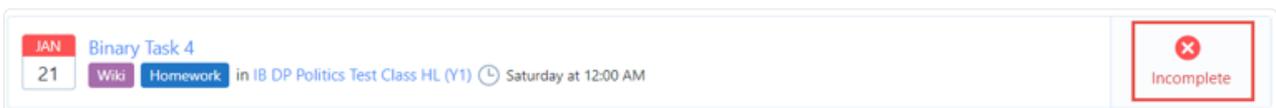
- **Not Assessed Yet:** Task submitted and the deadline has passed, pending teacher feedback and grading.



- **Not Submitted:** Task has not been uploaded to the platform.



- **Incomplete:** Task has been marked incomplete by the teacher of record.



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's ManageBac account, includes an extensive course catalogue, monthly Site-based Coordinator (SBC) Calendar, handy resources and Pamoja Online Courses information.

Logging into your School's instance of ManageBac and accessing Pamoja Home via the left-hand navigation menu, you will bring you to the below page.

From here, you can register students for Pamoja Online Courses via the 'Pamoja Course Request' tile. To do so, please follow the step-by-step instructions in the Getting Started with Pamoja Online Courses guide [here](#).

The 'SBC Dashboard' tile provides you with an overview of your current Pamoja students' engagement, attainment and last login information. For more information on the SBC Dashboard, please refer to lesson 3.1 of this Orientation.



Pamoja Course Requests



SBC Dashboard




### Pamoja Home

Pamoja

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.

#### Info Tiles (3)



**Call Us**

 +44 1865 636100



**Email Us**

[admissions@pamojaeduc...](mailto:admissions@pamojaeduc...)  
[courses@pamojaeducatio...](mailto:courses@pamojaeducatio...)



**Need further help?**

[Access our Help Centre](#)

To access a comprehensive list of Pamoja Help Centre articles, simply click on the banner tile located at the top of the page. As you navigate down the page, the SBC Calendar, showcases significant events within the Pamoja academic calendar for each month. You can utilise the links within the calendar events to access helpful guidance articles on many key topics.

### Monthly SBC Calendar

Discover monthly upcoming SBC events.

July 2023	August 2023	September 2023	October 2023
<b>JUL 1</b> M2025 Pamoja Online Courses...	<b>AUG 1</b> M2024 Transfer information &...	<b>SEP 1</b> M2024 Transfer information &...	<b>OCT 1</b> IBIS Guidelines
<b>JUL 1</b> May 2024 Transfer...	<b>AUG 1</b> M2025 Pamoja Online Courses...	<b>SEP 1</b> M2025 Pamoja Online Courses...	<b>OCT 1</b> M2024 Transfer information &...
<b>JUL 5</b> Notify Pamoja of any retake...	<b>AUG 5</b> Notify Pamoja of any retake...	<b>SEP 1</b> IBIS Guidelines	<b>OCT 18</b> May 2025 Term 1 Engagement...
		+ 2 More	+ 2 More

Further down the page there is a section containing carefully selected resources such as course calendars, school resources, 'How To' guides and more.

### Resources (69)

#### Guides (24)

Show Less Show All

 <p><b>Guides</b> Getting Started with Pamoja Online Courses</p>	 <p><b>Guides</b> Site-based Coordinator job description</p>	 <p><b>Guides</b> Pamoja Online Courses: Implementation QuickStart Guide</p>	 <p><b>Guides</b> Admissions Timeline and Fees - February 2023 Academic Year (November examinations)</p>
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#### Calendar (7)

Show Less Show All

 <p><b>Calendar</b> Course Calendar 2023/2024 (November)</p>	 <p><b>Calendar</b> Key IA Dates for November 2023 IB DP Exam Session</p>	 <p><b>Calendar</b> Course Calendar 2023/2025 (May)</p>	 <p><b>Calendar</b> Course Calendar 2021/2023 (May/June)</p>
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You can also view Pamoja's 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).

Case Study (4)

The image shows a grid of four case study tiles. The first two tiles are for Lincoln Community School and American International School in Cyprus. The last two tiles are for SBC Ambassadors Frank Mensah and Evgenia Roussou. The last two tiles are highlighted with a red border.

Below this section you will find video tutorials and screencasts detailing how to complete various tasks and navigation, such as how to view student lesson content and how to locate teacher information. Clicking on each tile will bring you to the relevant information.

*Please note each section initially only shows four resources; by clicking on 'Show All' in each section the full library of resources will be displayed.*

How-To (19)

Show Less Show All

The image shows a grid of four how-to tiles. The first tile is 'Locating the Site-based Coordinator (SBC) Orientation', the second is 'Extended Essay - How to submit a Course Request', the third is 'How to Register New Students', and the fourth is 'How can I Check Students' Current Units?'. The 'Show All' button is highlighted with a red border.

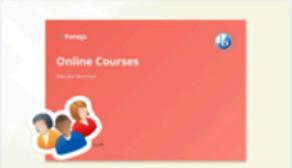
At the bottom of Pamoja Home you will find Podcasts, Brochures and a round-up of the Pamoja Online Courses that are currently offered.

**Brochure (2)**



Brochure

**Pamoja Student and Parent Brochure**



Brochure

**Pamoja For Educators Brochure**

**Our Courses (24)** Show Less Show All

Explore our 22 IB-approved Diplome Programme Online Courses.



**Extended Essay**



**Theory of Knowledge**



**English A Language and Literature**

HL



**English A Language and Literature**

SL

Clicking on each tile gives an overview of that course, including duration, structure and more.

Pamoja Home also contains quick access to all current pending and enrolled course requests your students have for Pamoja Online Courses, via the 'Pamoja Course Requests' tile at the top of the page.

# 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 'Announcements'.
- If your student struggles 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 may have struggled, 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.
- Feedback will tend to be general and focus on promoting activity within the discussion.
- 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 Academic Review

While teachers individually assess both formative and summative tasks, formal reports reflect overall student achievement using a criterion 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' (E), 'Insufficiently Engaged' (IE) or 'Non Engaged' (NE). 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 on 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' (IE) or 'Non Engaged' (NE) will be accompanied with comments or feedback on how a student can become 'Engaged' (E).
- We encourage students to reflect on their ERs and communicate with their Pamoja teacher(s) and SBC regarding this.

## Academic Review

The academic review process is initiated if a student receives a single 'Not Engaged' (NE) rating at the start of DP2 or for two consecutive reporting periods at any point over the duration of their Pamoja course.

### What to Expect:

SBCs can expect to receive a communication from Pamoja outlining our concerns around engagement and will be invited to book a call with the School Services Team representative and an Academic Operations Manager.

### Purpose:

This process offers an opportunity for all to reflect on any hurdles to engagement students may be encountering.

Academic Review is designed to open a dialogue to collaboratively develop tailored strategies that both Pamoja and the school can implement to support student engagement.

## Semester Reports and Term Grades

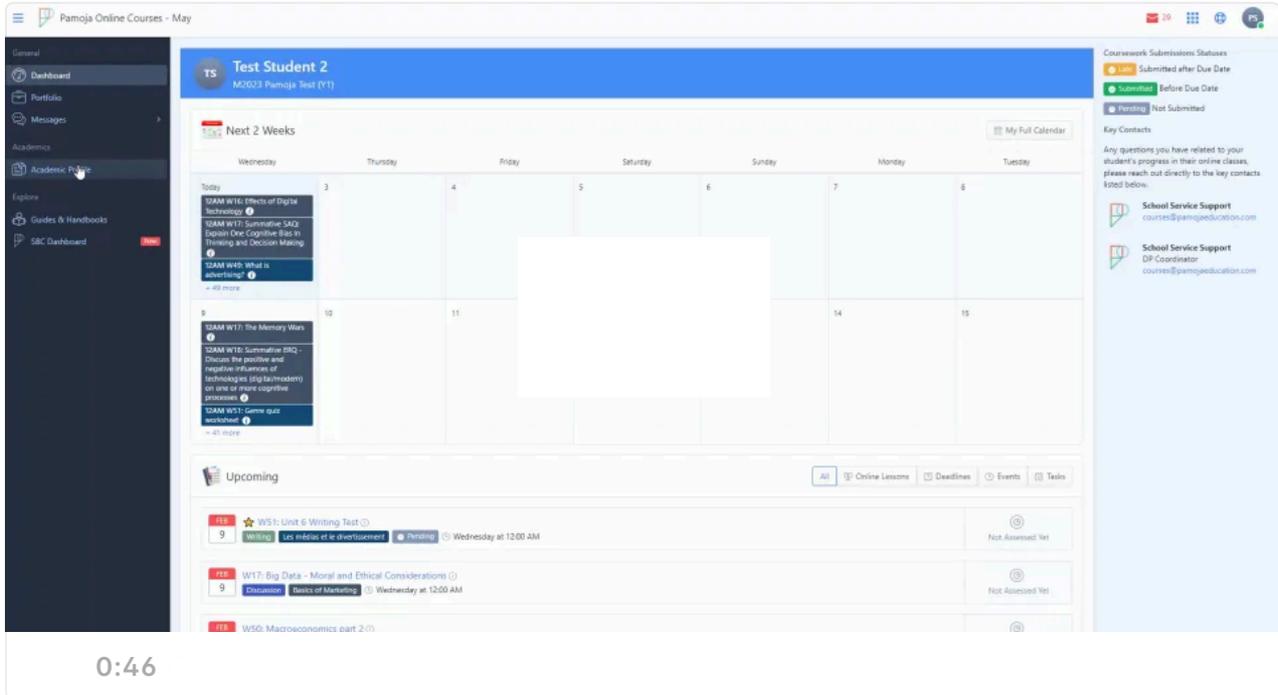
In addition to the ERs, Pamoja teachers provide Term Grades and written reports at regular intervals during the two-year course.

- 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 comment**. These are provided once a semester, therefore four times over the two-year course.

Read: [Why is there no Term 1 Grade](#)

## 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.

We offer both 'Projected Grades' and Predicted Grades'. SBCs should be aware of the subtle difference and we request that you are aware of what is already offered by Pamoja in this area.

## Projected Grades

This is the best case scenario projection 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.

## 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's 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.

## 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.

## 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:

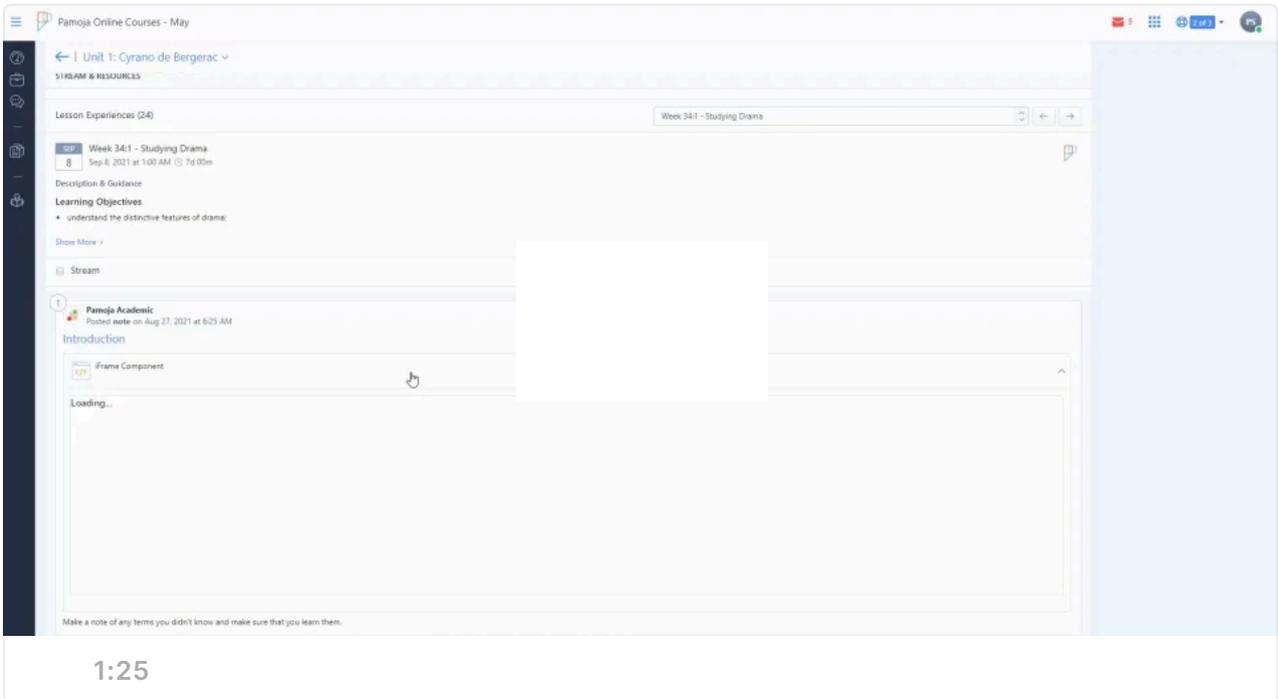
Telephone (Monday - Friday): +44 1865 636 100

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

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

# SBC FAQs - Frequently Asked Questions

**i** How can I view lesson content?



**i** How do I check the current Unit?

Pamoja Online Courses - May

Show 5 More

Classes

September 2021 - June 2022 Term 2 (May ...)

IB DP M2023 ITGS SL (Y1) A

15 Units 17 Tasks 135 Messages

- Unit 1: Course Overview (1 week) 4 Lessons 2 Tasks
- Unit 2: Introduction to ITGS (1 week) 2 Lessons 2 Tasks
- Unit 3: Networks (2 weeks) 6 Lessons 5 Tasks
- Unit 4: Internet (3 weeks) 9 Lessons 8 Tasks
- Unit 5: Hardware and Software (3 weeks) 9 Lessons 8 Tasks

- Week 7.1 - Introduction to Computer Hardware
- Week 7.2 - Jargonbuster: Computer Hardware
- Week 7.3 - Creating the Perfect Computer
- Week 7.4 - Introduction to Paper 2
- Week 8.1 - Software: The Ghost in Your Machine

0:41

**i** How do I identify the assigned Pamoja Teacher?

Pamoja Online Courses - May

Show 5 More

Classes

September 2021 - June 2022 Term 2 (May ...)

IB DP DEMO M2022 English A Language and Literature HL (Y2)

7 Units 22 Tasks 0 Messages

- Unit 1: Cyrano de Bergerac (6 weeks) 24 Lessons 15 Tasks
- Unit 2: Online Tests (4 weeks) 8 Lessons 8 Tasks
- Unit 3: Much Ado About Nothing (5 weeks) 28 Lessons 22 Tasks

- Week 42:1 - Shakespeare: Comedy and Style
  - 1 Introduction
  - 2 Lesson

0:28