

# TROUBLESHOOTING



## 1: YOU ARE UNABLE TO MARK ONE OF THE SEVEN STEP SECTIONS AS 'DONE'

Some Eco-Coordinators have noticed that they are unable to mark one, or more, of the Seven Step Sections (e.g. Step 1: Eco-Committee) as 'Done' because the 'Done' button is greyed out on their application form. This may even be despite the section appearing fully complete with the point total achieved (e.g. 15/15 for Step 1: Eco-Committee). If this is the case, please look through the section and ensure that all answer boxes in the section have text inside, even if the text is as simple as 'N/A'. The system will not allow a section to be marked as 'Done' unless all answer boxes have at least some text in.

## 2: YOU HAVE COMPLETED EACH OF THE SEVEN STEP SECTIONS, BUT ARE UNABLE TO SUBMIT YOUR ECO-SCHOOLS GREEN FLAG APPLICATION

If you have completed each of the Seven Step sections and marked them all as 'Done,' but still can't submit your Eco-Schools Green Flag application, it is likely due to an issue with the Bonus Educational and Bonus Environmental Impact sections. Even if you are not planning on applying for an Eco-Schools Green Flag with Merit or Distinction, these sections need to be opened and marked as 'Done' before an Eco-Schools Green Flag application can be submitted. They can be marked as 'Done' without answering any of the questions.

## FAQS



## WHAT IS THE DEADLINE FOR APPLICATIONS?

The deadline is 31st July 2022! The next application window will open on 1st May 2023 - 31st July 2023.

## DOES IT COST ANYTHING TO APPLY FOR AN ECO-SCHOOLS GREEN FLAG?

We charge schools, colleges and nurseries £200 +VAT after submitting an application for an Eco-Schools Green Flag. There is no additional fee for schools who choose to apply for an Eco-Schools Green Flag with Merit or Distinction.

As Keep Britain Tidy is a charity, and the Eco-Schools programme receives no financial support from the Government, in essence this payment means the Eco-Schools programme can continue operating in England: recognising the fantastic environmental actions of young people throughout the country and helping the Eco-Schools team engage new schools in environmental action and education.

## WHAT HAPPENS AFTER SUBMITTING OUR ECO-SCHOOLS GREEN FLAG APPLICATION?

Upon submission of your Eco-Schools Green Flag application, you should immediately receive a confirmation e-mail confirming your submission.

Your application will then be desk-assessed by a member of the Eco-Schools Team, or one of our DBS checked external assessors. We aim to do this as quickly as possible and will be assessing multiple applications everyday throughout the application window.

When your application has been desk-assessed, you will receive an e-mail containing bespoke feedback on your application, followed by an invoice for £200+VAT (within two working days). Once this invoice is paid, we will send out your Eco-Schools Green Flag and Certificate within 5 working days. You will also receive via e-mail a digital pack within 10 working days. Amongst other things, this digital pack will contain an Eco-Schools logo for use on your school website, letterheads etc.

## WHAT IF OUR ECO-SCHOOLS GREEN FLAG APPLICATION IS UNSUCCESSFUL?

If your Eco-Schools Green Flag application needs a little additional evidence, the Eco-Schools Team will be in touch to let you know the additional evidence that is required and your application will be 'reopened' for you to update. You will then have the opportunity to resubmit your Eco-Schools Green Flag application, before the application window closes on 31st July. You will not be charged twice if you have to resubmit your Eco-Schools Green Flag application.

# WILL WE GET OUR ECO-SCHOOLS GREEN FLAG BEFORE THE END OF THE ACADEMIC YEAR?

The quicker you submit your Eco-Schools Green Flag application, the more likely you are to receive your Eco-Schools Green Flag before the end of the academic year. We aim to assess your application and send your invoice as quickly as possible. Once the invoice is paid, we will send out your Eco-Schools Green Flag within five working days. If you apply towards the end of the window, or have delays paying the invoice, this might mean your Eco-Schools Green Flag will not arrive before you close for the summer. If this is the case we will send your Eco-Schools Green Flag and Certificate in September, when you return for the new academic year.

# DO ALL ACTIONS NEED TO BE COMPLETE BEFORE APPLYING FOR AN ECO-SCHOOLS GREEN FLAG?

In short, no! We realise that some actions might be planned for later in the academic year, but you want to submit your application earlier to receive your Eco-Schools Green Flag before the summer holidays and this is fine. As long as we can see actions are planned or in progress, they can be used as evidence on your application.

If you have planned a really big Eco-Schools project (like installing solar panels), we realise this might take longer than one academic year to complete. Projects like this can be used as evidence for multiple Eco-Schools Green Flag across academic years.

# ANY ADVICE?

The Eco-Schools Team know that everyone who embarks on the Eco-Schools programme is going above and beyond their role because they care for our planet and the future of the young people they work with. This is our attitude when completing assessments, so don't worry - we are here to recognise and reward not criticise and judge!

