



The Key - COVID-19 Working Frequently Asked Questions

In these extraordinary times, we want to be here to support you and your organisation the best we can as we too adapt to the situation we find ourselves in.

The Key Framework is still open and accessible during this period of uncertainty. We have already seen many great examples of our Key Facilitators using The Key Framework 'virtually' with young people and we want to support as many of you as possible to do the same. To help, we have pulled together some frequently asked questions including those about using The Key Framework under government guidelines (Pages 1-3) and the impact of Covid-19 on your membership (Page 3-4).

If this document doesn't answer your question or you would like further information, then please don't hesitate to email.

Using The Key Framework under current Government guidelines

Can I use The Key Framework and register new groups at the moment?

Yes! The Key Framework is still accessible at this time. You can start new groups and progress with existing groups online in the usual way.

How can we get our Key Group going while under lockdown?

We have had a number of groups who are meeting virtually - Zoom seems to be the popular choice but we have heard of people using Google Hangouts, Facebook Live, etc. All our online systems are running as normal so all the information, e.g. skills wheels, can be input as normal - of course if you have any issues, we are still contactable via theteam@thekeyuk.org.

In terms of projects, some groups are still planning for activities they can complete once things are back to normal or some groups are finding creative ways of carrying out projects they can do while still maintaining social distancing. For example, one group coordinated a food collection for their local food bank, and another created and sent out 'Isolation Rescue Packs' with fun games and activities for young people. [Please click here for some alternative virtual project ideas.](#)

Key Projects

Can groups plan projects and go to panel for activities that will take place once social restrictions ease?

Absolutely! If the group are able to plan projects sufficiently, that won't take place until an undetermined point in the future, then you can still register projects and even conduct panels so they're ready to go when the time is right and it is safe to do so.

Can young people progress through the Key Stages at the moment?

Yes - all our online systems are running as normal so the only thing different would be engaging young people through online technology. Previous projects will still need to be completed in full, including evaluations and receipts being submitted electronically (or by post if needed), before a group can progress to the next stage.



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Can we change our project idea as we got funds but weren't able to do the project and it was for a specific event / occasion (e.g. VE Day)?

We are happy to support you to adapt projects impacted by lockdown. To make changes, we ask you to please contact us by email (theteam@thekeyuk.org) to discuss the situation and find the best way to move forward.

Can we still do social action projects at the moment?

Yes – bonus social action projects are still open to young people at the moment and can be started in the usual way through your online account. Simply remember to select 'Special Project' when submitting it online.

Panels

Can we still run Panels/run them over Zoom?

Absolutely! Virtual panels have already taken place since lockdown and they were highly successful. You can use the video conferencing technology most appropriate for young people including Zoom, Skype, Facetime etc.

Panel Members can be found in the usual way and you simply need to state the location of your panel as 'Virtual' and include the technology you are hoping to use. You can always email the panel member with more details once they have accepted the request.

(To email a panel member / facilitator, log in to The Key as usual, go to 'Facilitator Directory' link on your home page, search for the facilitator who has accepted your panel request, when they appear in the list, click on their name and then click on the 'email' link in the drop down menu. This should automatically create an email message to the panel member in your email programme.)

We are also here to help with finding panel members or anything else you might need assistance with, so please don't hesitate to get in touch by emailing theteam@thekeyuk.org.

Finance

Is the timescale still the same for group payments?

We are trying to work as quickly as possible in terms of processing payments. We have adapted our usual payment methods by temporarily moving from cheques to online BACS payment. Any funds that need to be returned can also be returned via BACS. Bank details are available on request by emailing theteam@thekeyuk.org but you can still post returns to our office address.

Evaluations / Paperwork

How can we submit evaluations?

Group evaluations can be submitted electronically by emailing theteam@thekeyuk.org. Evaluations can be completed in whichever way young people choose. We understand that at the moment this may be more difficult, but some examples of virtual evaluations that we have received recently include screenshots of online chat, a recording of a virtual group



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discussion through Zoom, a PowerPoint presentation with each young person's project feedback, videos of each young person evaluating how they felt the project went and photos of existing work that the young people had completed together before lockdown.

We are being as flexible with this as possible and if you would like some advice or ideas then please don't hesitate to get in touch.

How can we submit receipts?

The best way to submit receipts is electronically by scanning or photographing receipts and then emailing them to theteam@thekeyuk.org. We do have one member of staff who collects the post from the office on an occasional basis, but we would prefer electronic copies where possible as posting means significant delays.

Training

Can I still train to be a Key Facilitator at the moment?

Current government guidelines make it impossible for us to run our usual face to face monthly training sessions, but we are in the process of adapting our existing training for use virtually. Once we are in a position to be able to do so, we plan to hold virtual training sessions to enable members to use their training credits.

Alongside our 'Introduction to The Key' training, we are also working on adapting our refresher training too. This training is for Key Facilitators who have previously trained with us but have either lapsed or those who simply want to take this time to refresh their knowledge.

If you would like to undertake either of our virtual training courses, then please do contact us and we will be in touch once we have scheduled sessions.

Your Key Membership

How will it affect my membership?

Given the current circumstances, we understand that you may be in a position where you can only make limited, if any, use of your membership. To account for this, we will 'roll' any unused credits from this membership year into the next; allowing you additional time and opportunity to make use of your full package.

As an illustration, this means if you had 2 unused project credits which you were planning on using before the expiry date of your current membership, by registering new projects, and this was postponed due to the Covid-19 situation, we will carry forward these 2 credits to your membership package for next year. A small membership would then have, for example, 7 credits instead of 5, medium would have 12 instead of 10, etc.

Will I lose project credits?

No - unused Key Project credits will be rolled over for you to use in your new membership year. The only way you will 'lose' credits is if you choose not to renew your membership.



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We just joined and haven't trained yet, when will our membership start?

With project credits rolling into next year, any delays in training will mean you will still have full access to your membership benefits. We are currently working on adapting our training for a virtual environment and so hope to make training accessible to you as soon as possible.

Will my training credits carry forward too?

We are hoping that once our virtual training sessions are up and running, it will mean you are able to use your training credits without having to carry any forward. Staff who have been furloughed are able to undertake training under the current government scheme. However, if there are mitigating circumstances that mean you are still unable to use your training credits before the end of the current membership year, please do let us know and we can look at rolling these into next year.