

**Norfolk County  
Football Association Ltd**



**Club Affiliation 2020-21  
Frequently Asked Questions**

## FREQUENTLY ASKED QUESTIONS

**Q What is Club Affiliation?**

A Clubs are required to affiliate each season. Affiliation is the process by which Clubs “register” with Norfolk FA, allowing them to play affiliated football for the season. It involves telling us which teams you’ll be running, which County Cups and Leagues you will be entering, as well as key Club Officials and Team Officials involved in running your Club.

**Q How do I affiliate?**

A Affiliation is completed online using the Whole Game System. A helpful guide on how to affiliate using the system is available on our website and also throughout the process, online video guides are available to make affiliating as straightforward as possible. If you are unable to affiliate online, please contact us and we will provide a paper form for you.

**Q Can I do my Club Affiliation in stages?**

A Yes. You can save your Affiliation at each stage and then come back to it.

**Q How do I change my Club details?**

A The first step of the affiliation asks you to confirm your Club details are correct. If any of these need to be amended, click on the edit link (the pencil icon) and you can then update and save your Club details

**Q Can I amend my Club name?**

A No. You cannot amend your Club name through the online affiliation form. If your Club name or legal status has changed, please contact Norfolk FA.

**Q Do I have to enter a Club sponsor?**

A This is not a mandatory field and therefore you should only provide details if you have a Club sponsor confirmed for the following season.

**Q Which Club Officers must I provide details for?**

A Every Club must provide a Secretary, Chairman and Treasurer. Also Clubs running teams at Under 18’s or below must provide details of their Club Welfare Officer.

**Q What are the requirements for a Club Welfare Officer?**

A All Clubs that run teams at Under 18’s or below must have a fully qualified Club Welfare Officer (CWO). To be nominated for the role, the individual must have an in-date and accepted Enhanced FA DBS and must have completed a Safeguarding Children Workshop and Welfare Officer Workshop. If this is not possible, an alternative suitably person must be added as the CWO and a “County Action Plan” agreed with Ken D’Rosario, the County FA Designated Safeguarding Officer, to ensure that the proposed CWO attends these workshops and meets the minimum requirement.

**Q What do I do if I can’t find a person to add to a particular role?**

A The Club affiliation form only allows you to assign roles to people who are already recorded as being associated with your Club. Therefore to add a new official you should click the Add Official button and provide the details requested. Should you not be able to find the correct person, please contact us.

**Q Can I update my Club Ground?**

A Yes. Please add each ground that your Club plays at and then at the relevant stage of the Affiliation process, you can then allocate which of your teams play at which grounds.

**Q Do I need to review all of my teams?**

A Yes. Although the Club affiliation form will present you with a pre-populated set of teams, based upon the last/latest information we have on each team that you had listed for last season. Please check each teams details, ensuring that all League and Cup entries are correct and also that any managers and coaches for the teams have the appropriate in-date qualifications for their role.

Please note that ALL managers and coaches associated with a youth team MUST have as a minimum requirement an in-date accepted Enhanced FA DBS.

**Q How do I remove a team?**

A Should you have a team on your list that you will not be running for the 2020-21 season, please tick the Team Folding box to deactivate the affiliation for this team.

You'll need to provide a reason for folding the team on the next screen and you can then click the Fold Team button at the bottom of this screen.

This will ensure that the team is not included in the affiliation fees at the end of the process.

**Q What is a team suffix?**

A The team suffix is part of the Team name and is used to differentiate between teams of the same age group and gender within Club. So, for example, if your Club has 2 Under 15 teams you could add the suffixes of Reds and Whites, e.g. U15 Reds and U15 Whites. Please remember that you are not permitted to use 'A', 'B', 'C' etc for youth teams.

**Q Do I need to check Leagues for each of my teams?**

A Yes. Although each team will normally be entered in the same league as the previous season, you should still make sure that all of your teams are in the correct league or this will cause problems when that League is sanctioned.

**Q How do I know which County Cup I should enter?**

A When you select the dropdown list of County Cups, you will only be able to view cups for which the team concerned is eligible. Further details on Cup eligibility can be found on [NorfolkFA.com](http://NorfolkFA.com).

**Q Does each Team have to enter a County Cup?**

A All adult Clubs must enter their most senior team in the relevant County Cup and may enter their other teams in a County Cup if they wish to do so. There is no mandatory requirement for youth teams to enter a County Cup although we would recommend that they do so.

**Q Do I have to provide details of my Personal Accident insurance?**

A As in previous seasons, all teams are required to purchase Personal Accident insurance and therefore it is important that as part of the online affiliation you select the insurance

products that you require. Further details on the various levels of cover available can be found on [NorfolkFA.com](http://NorfolkFA.com).

**Q Do I have to provide details of my Public Liability insurance?**

A No. All Clubs are required to purchase Public Liability insurance as part of their affiliation, so this will automatically be added at the appropriate stage of the process.

**Q What happens when I submit my Club Affiliation Form?**

A When you click on "Submit for Approval", the Whole Game System will first check that you have not made any obvious errors when completing the form. The form will then be submitted to us for review and we will contact you once the form has been checked to advise that you are either okay to proceed to the payment stage, or that there are errors on the form that need to be corrected.

**Q Do I have to pay my Club Affiliation Fee immediately?**

A No. Once the form has been submitted and checked and invoice will be generated and you will have 28 days to pay that invoice. Should you not pay within that time, a late fee will be added.

**Q Do I have to pay online?**

A No. Whilst paying online is the quickest and most straightforward method, particularly in the current environment. If you would prefer you can still post a cheque to us, at County HQ. Please do not send cash through the post.

**Q I don't like giving my credit / debit card details online, can I pay over the phone?**

A The online payment system is fully secure, but if you would prefer you can pay by phone.

**Q What credit / debit cards are acceptable?**

A You will be able to pay using any leading credit or debit card. Please note however that American Express is not accepted.

**Q What if I need further help?**

A Most Clubs find that affiliating online is a quick and straightforward process, but if you do require additional support, please do not hesitate to contact us on 01603 704050.

Alternatively for the 2020-21 season we are offering a new online support service where you can request a member of Norfolk FA staff to support you "virtually" whilst you complete your Affiliation. To request use of this services, please complete [this form](#).