



ONLINE SAFEGUARDING RECERTIFICATION

GUIDANCE FOR FA CHARTER STANDARD CLUBS

STEP 1: Make sure you have your FAN and password.

- **If you don't know your FAN**, but you do have access to the email address you used to register it, go here: <https://secure.thefa.com/fan/RetrieveFANDetails.aspx>
- **If you don't know your password** and you can reset it here: <http://www.thefa.com/account/RequestPasswordReset>
- **If you can't recover your FAN or your password for any reason**, you can contact the FA Learning Digital Team at onlinecoursequery@thefa.com.

When requesting your password, please include the following in your email:

- Your full name
- Your date of birth
- Your full address, including postcode
- Your football club's name
- Your FAN (if you have it)

Please note: if you are not a coach at a Charter Standard Club we will not be able to supply you with your password.

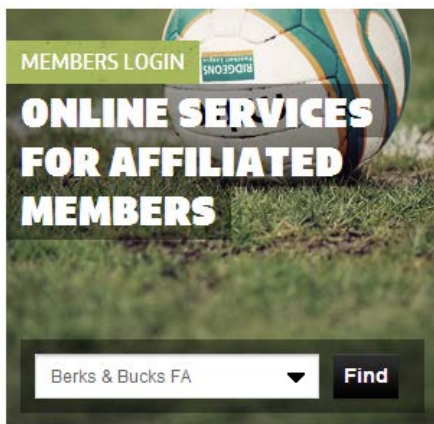
STEP 2: Go to your County FA website

All of The FA's online courses are delivered via County FA websites, under a section called Members' Services. All of the courses require an up to date internet browser to be installed along with Flash. They are not currently compatible with tablets, such as the Apple iPad.

The easiest way to access the courses is to go to:

<http://www.thefa.com/my-football/coach/online-safeguarding-recertification>

Select the County FA you are associated with from the box on the right hand side or the list on the page, and click "find":



For the purposes of this guidance, we will use www.Londonfa.com, but the instructions are valid for all County FA websites.

STEP 3: Login and find online courses

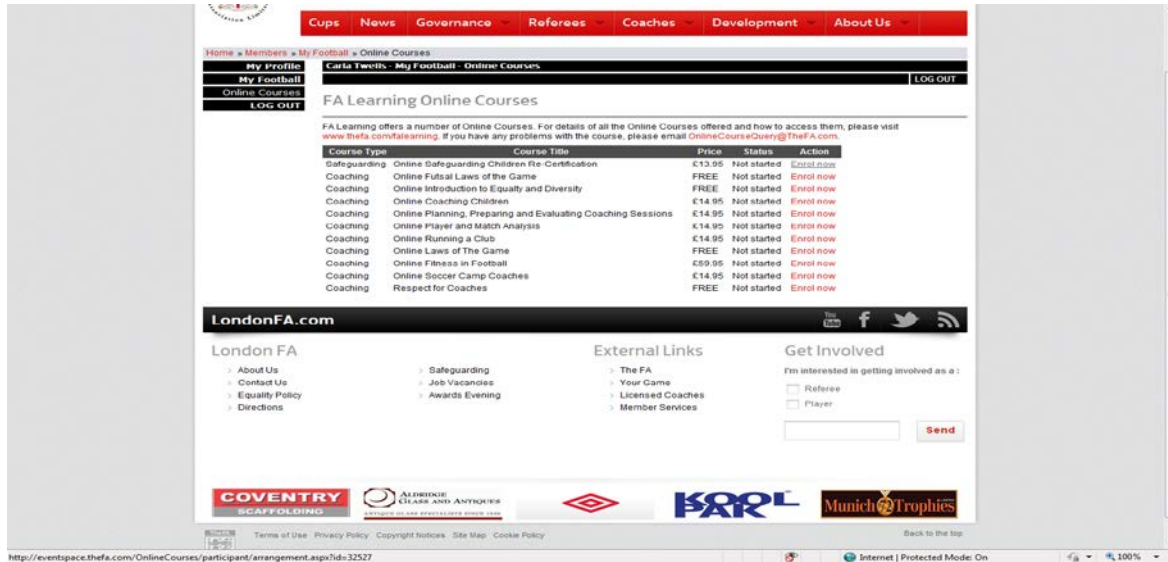
Once you're at Members' Services, enter your FAN and Password and then click submit:

The screenshot shows the LondonFA.com website's Members' Services login page. At the top, there is a navigation bar with 'LondonFA.com' on the left, 'Home' and 'Members' Services' in the center, and a search icon on the right. Below this is the London Football Association logo and the text 'The London FA'. To the right of the logo are radio buttons for 'ADULT', 'YOUTH', 'SCHOOLS', and 'REFEREES'. A red navigation menu contains links for 'Cups', 'News', 'Governance', 'Referees', 'Coaches', 'Development', and 'About Us'. The main content area is titled 'Please login to access Members' Services' and includes a brief explanation of the login process. It features a 'FAN' label next to a text input field, a 'Password:' label next to another text input field, and a 'Submit' button. To the right of the login form is a 'RELATED LINKS' section with 'Contact Us' and 'Request Access' links. The footer contains 'LondonFA.com' on the left, social media icons for YouTube, Facebook, Twitter, and RSS in the center, and a 'Get Involved' section on the right with a form to select 'Referee' or 'Player' and a 'Send' button. The browser's address bar at the bottom shows 'Internet | Protected Mode: C'.

You should be taken straight to the Online Courses page. If you are not, click "My Football" in the left hand menu and then "Online Courses".

STEP 4: Enrol on the course

Members' Services will then list all of the online courses available for you to complete. From the list find "Safeguarding Children Re-Certification" and click "Enrol now" on the right hand side of it:



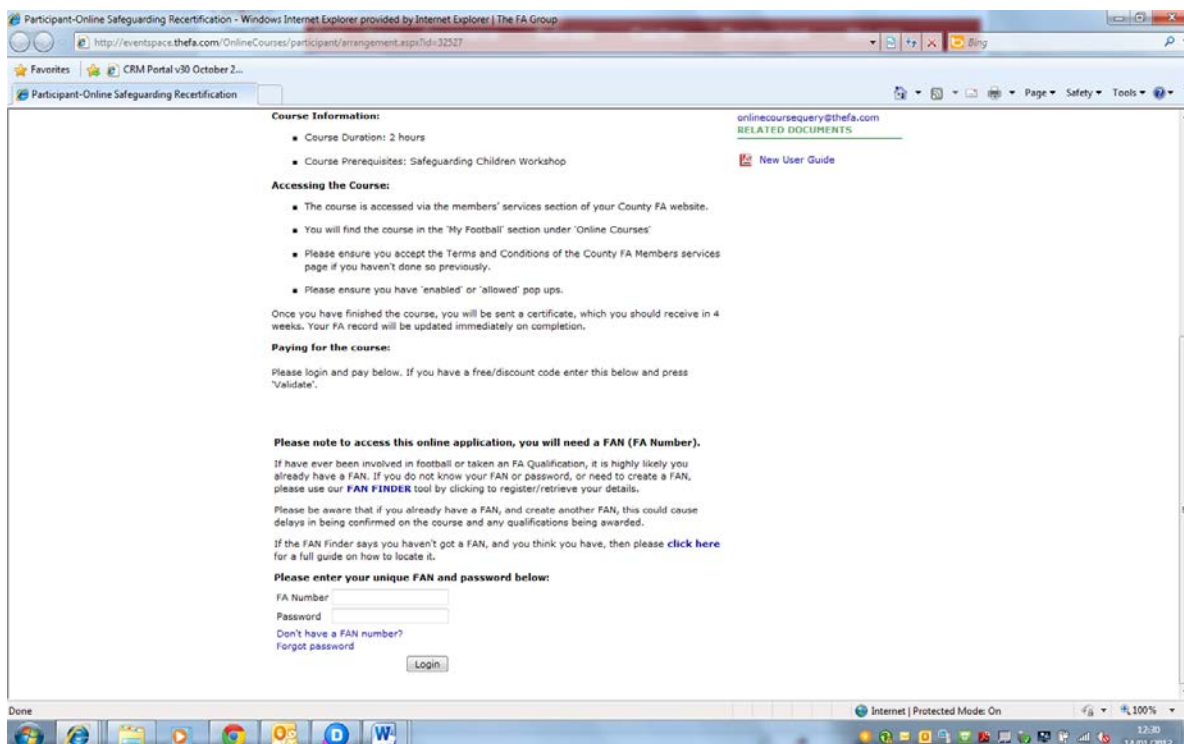
The screenshot shows the London FA website's 'FA Learning Online Courses' page. The page features a navigation menu at the top with options like 'Home', 'Members', 'My Football', 'Online Courses', 'My Profile', 'My Football', 'Online Courses', and 'LOG OUT'. Below the navigation, there is a section for 'FA Learning Online Courses' with a brief description and a link to 'www.thefa.com/learning'. A table lists the following courses:

Course Type	Course Title	Price	Status	Action
Safeguarding	Online Safeguarding Children Re-Certification	£13.95	Not started	Enrol now
Coaching	Online Futsal Laws of the Game	FREE	Not started	Enrol now
Coaching	Online Introduction to Equality and Diversity	FREE	Not started	Enrol now
Coaching	Online Coaching Children	£14.95	Not started	Enrol now
Coaching	Online Planning, Preparing and Evaluating Coaching Sessions	£14.95	Not started	Enrol now
Coaching	Online Player and Match Analysis	£14.95	Not started	Enrol now
Coaching	Online Running a Club	£14.95	Not started	Enrol now
Coaching	Online Laws of The Game	FREE	Not started	Enrol now
Coaching	Online Fitness in Football	£59.95	Not started	Enrol now
Coaching	Online Soccer Camp Coaches	£14.95	Not started	Enrol now
Coaching	Respect for Coaches	FREE	Not started	Enrol now

Below the table, there are sections for 'LondonFA.com', 'External Links', and 'Get Involved'. The 'Get Involved' section has a form with checkboxes for 'Referee' and 'Player' and a 'Send' button. The page also features logos for 'COVENTRY SCAFFOLDING', 'ALLIANCE CLASS AND ANTIQUE', 'KARL', and 'Munich Trophies'.

(If it says "unavailable" rather than "Enrol now", this means that the FAN you have logged in with does not have a 3 hour face-to-face Safeguarding Children Workshop certificate associated with it. Please contact onlinecoursequery@thefa.com for assistance).

This will open up the enrolment page in a new window. You will need to scroll to the bottom of the page and enter your FAN and Password again and then click "Login":



The screenshot shows the enrolment page for 'Participant-Online Safeguarding Recertification'. The page is displayed in Internet Explorer. The course information includes:

- Course Duration: 2 hours
- Course Prerequisites: Safeguarding Children Workshop

Accessing the Course:

- The course is accessed via the members' services section of your County FA website.
- You will find the course in the 'My Football' section under 'Online Courses'
- Please ensure you accept the Terms and Conditions of the County FA Members services page if you haven't done so previously.
- Please ensure you have 'enabled' or 'allowed' pop ups.

Once you have finished the course, you will be sent a certificate, which you should receive in 4 weeks. Your FA record will be updated immediately on completion.

Paying for the course:

Please login and pay below. If you have a free/discount code enter this below and press 'Validate'.

Please note to access this online application, you will need a FAN (FA Number).

If have ever been involved in football or taken an FA Qualification, it is highly likely you already have a FAN. If you do not know your FAN or password, or need to create a FAN, please use our **FAN FINDER** tool by clicking to register/retrieve your details.

Please be aware that if you already have a FAN, and create another FAN, this could cause delays in being confirmed on the course and any qualifications being awarded.

If the FAN Finder says you haven't got a FAN, and you think you have, then please [click here](#) for a full guide on how to locate it.

Please enter your unique FAN and password below:

FA Number:
Password:
Don't have a FAN number? [Forgot password](#)

When logged in the next page will show your details. Fields with * need to be completed. Enter the **Promotional code** at the bottom. The promotional code you need to enter is

free

Once you have entered “free” into the **Promotional code** box click “Validate” on the right hand side of it:

Participant-Online Safeguarding Recertification - Windows Internet Explorer provided by Internet Explorer | The FA Group

http://eventspace.thefa.com/onlinecourses/participant/arrangement.aspx?id=32527

Participant-Online Safeguarding Recertification

- Please ensure you accept the Terms and Conditions of the County FA Members services page if you haven't done so previously.
- Please ensure you have 'enabled' or 'allowed' pop ups.

Once you have finished the course, you will be sent a certificate, which you should receive in 4 weeks. Your FA record will be updated immediately on completion.

Paying for the course:
Please login and pay below. If you have a free/discount code enter this below and press 'Validate'.

Title: [dropdown]
First Name: Carla
Last Name: Twells
Date of Birth: 29/01/1992
Gender: Unknown
Address Line 1: [empty]
Address Line 2: [empty]
Address Line 3: [empty]
City / Town: [empty]
Postal Code: [empty]
Country: [empty]
Day Phone Number: [empty]
Evening Phone Number: [empty]
Mobile Phone: [empty]
Email Address: [empty]
Ethnic Background: Unknown
Disability: Unknown
Promotional code: [empty] [Validate]
[Enrol]

The page will reload and display the code you entered instead of the box where you entered it. Click “Enrol”.

Participant-Online Safeguarding Recertification - Windows Internet Explorer provided by Internet Explorer | The FA Group

http://eventspace.thefa.com/onlinecourses/participant/arrangement.aspx?id=32527

Participant-Online Safeguarding Recertification

- Please ensure you accept the Terms and Conditions of the County FA Members services page if you haven't done so previously.
- Please ensure you have 'enabled' or 'allowed' pop ups.

Once you have finished the course, you will be sent a certificate, which you should receive in 4 weeks. Your FA record will be updated immediately on completion.

Paying for the course:
Please login and pay below. If you have a free/discount code enter this below and press 'Validate'.

Title: Mrs
First Name: Carla
Last Name: Twells
Date of Birth: 29/01/1992
Gender: Unknown
Address Line 1: 53 Springfield Road
Address Line 2: Etwall
Address Line 3: [empty]
City / Town: Derby
Postal Code: DE65 6JZ
Country: [empty]
Day Phone Number: 07905 604230
Evening Phone Number: 01283 730567
Mobile Phone: 07905 604230
Email Address: carla.twells@thefa.com
Ethnic Background: White: English
Disability: No
S7797314
[Enrol]

The system will confirm you have enrolled – you may want to print this screen for your records. Close this window.

eventspace.thefa.com/FA Learning - Windows Internet Explorer provided by Internet Explorer | The FA Group

https://eventspace.thefa.com/OnlineCourses/participant/finish.aspx?id=1517453&side=6349378813462099902030135888

eventspace.thefa.com/FA Learning

FA Learning Online Courses

Welcome Carla Twells [Log Out](#)

Enrolment Confirmation

Participant	Twells, Carla
Price category	Full Price
Event	FA Learning: Online Safeguarding Recertification
Place	County FA Website
Event start	27/04/2022 1:00 AM
Referencenumber	1517453
Enrolment	14/01/2013 12:59 PM
Discount	£ 13.95
Total price £	£ 0.00

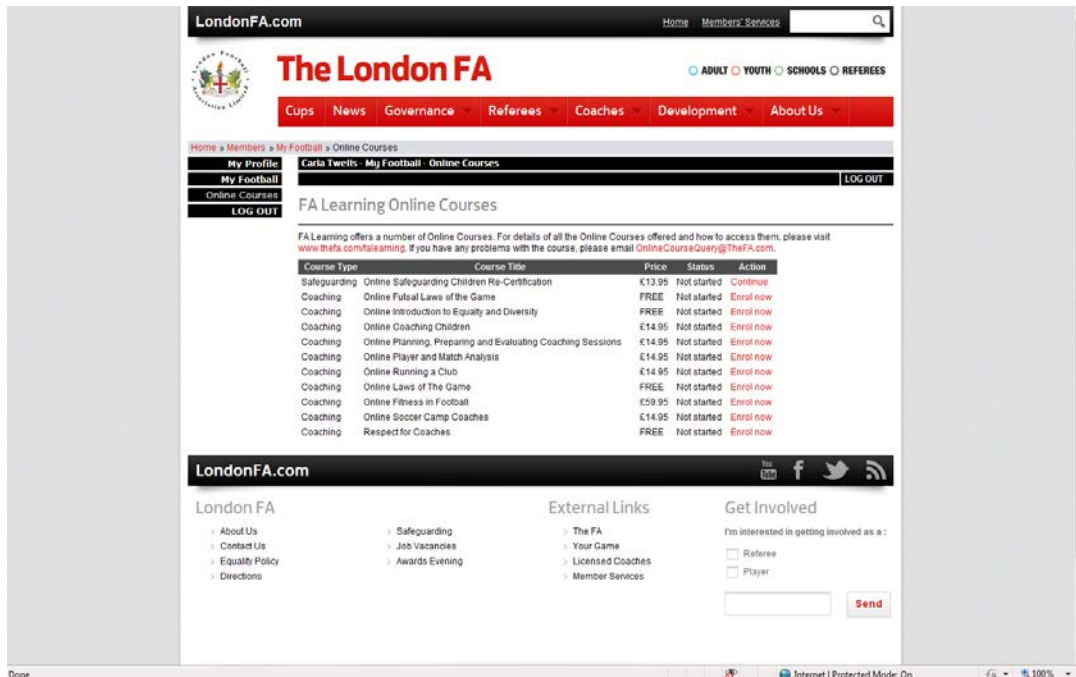
[Print out](#) [Go to main page](#)

Internet | Protected Mode: On 100%

13:02 14/01/2013

STEP 5: Complete the course

You should now be back at Members' Services where the courses are listed – if you are not follow the first couple of steps again. If “Enrol” is still displayed next to the Safeguarding Children Re-Certification course, press “F5” or click refresh in your browser to reload the screen. This will change the link to “Not Started” or “Continue”. Click this link to begin the course.

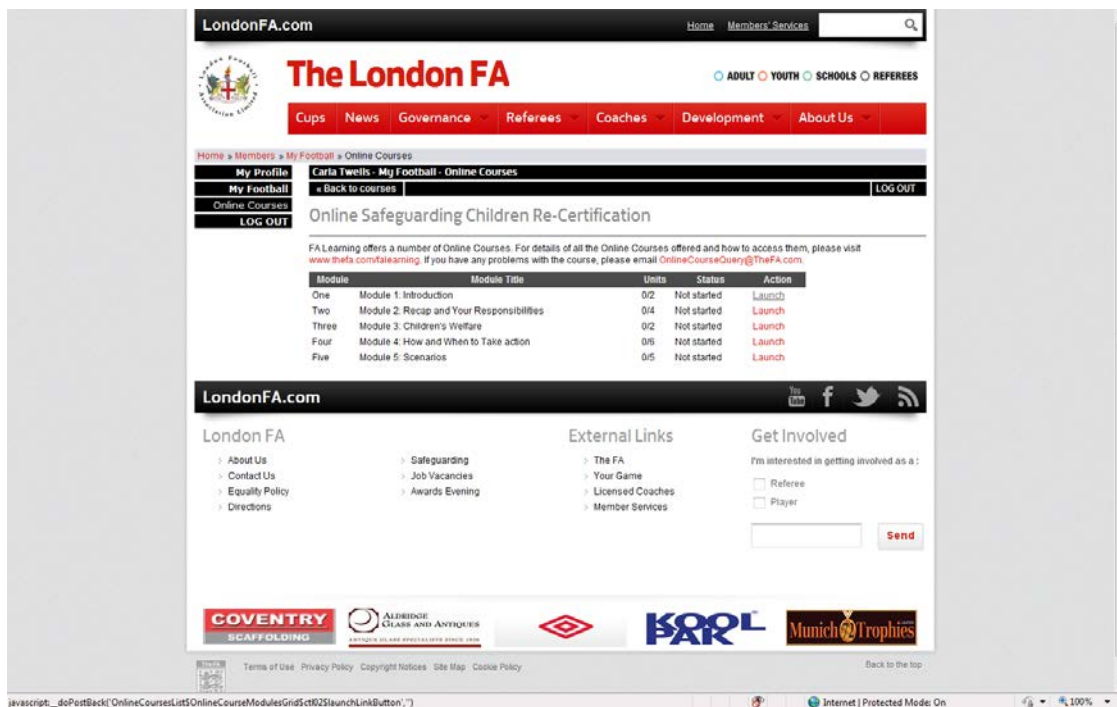


The screenshot shows the LondonFA.com website interface. At the top, there is a navigation bar with the LondonFA logo and the text "The London FA". Below this is a menu with options like "Cups", "News", "Governance", "Referees", "Coaches", "Development", and "About Us". The main content area is titled "FA Learning Online Courses" and contains a table of available courses. The table has the following columns: Course Type, Course Title, Price, Status, and Action. The courses listed include Safeguarding, Coaching, and various specialized topics. The 'Action' column for each course contains a link, such as "Continue" or "Enrol now".

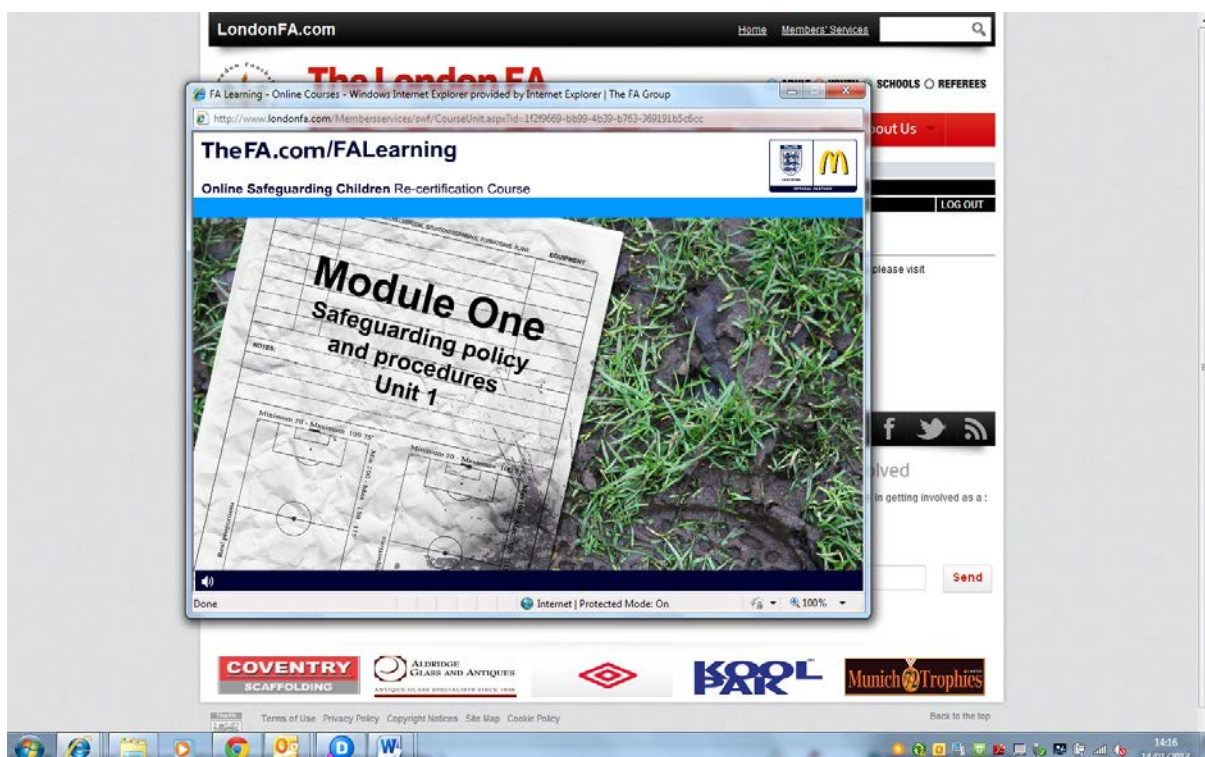
Course Type	Course Title	Price	Status	Action
Safeguarding	Online Safeguarding Children Re-Certification	£13.95	Not started	Continue
Coaching	Online Futsal Laws of the Game	FREE	Not started	Enrol now
Coaching	Online Introduction to Equality and Diversity	FREE	Not started	Enrol now
Coaching	Online Coaching Children	£14.95	Not started	Enrol now
Coaching	Online Planning, Preparing and Evaluating Coaching Sessions	£14.95	Not started	Enrol now
Coaching	Online Player and Match Analysis	£14.95	Not started	Enrol now
Coaching	Online Training a Club	£14.95	Not started	Enrol now
Coaching	Online Laws of the Game	FREE	Not started	Enrol now
Coaching	Online Fitness in Football	£59.95	Not started	Enrol now
Coaching	Online Soccer Camp Coaches	£14.95	Not started	Enrol now
Coaching	Respect for Coaches	FREE	Not started	Enrol now

Click “Launch” by each module and work through each set of units. Each module launches in a new window, and your internet browser may block pop-ups.

Normally an alert will appear somewhere on your screen – either at the top or at the bottom. You need to permanently allow pop-ups for the County FA website you are using to access this course. Further guidance on this is included at the end of this document.



Work slowly through each set of units and, at the end of the module, do not close the course window until the main screen has updated to show that all of the units have been completed. If you close the window before this happens you run the risk of it not registering and having to re-do units or modules.



Once you have completed the course, your records will be updated and you will be sent a certificate within 4 weeks.

HELP: How to disable Pop-up blockers

Internet Explorer (PC)

- Press the **alt** button on your keyboard
- Click on **Tools** in the menu, then click on *Internet Options*
- Click the **Privacy** tab.
- Uncheck **Turn on Pop-up blocker**

Firefox (PC)

- Press the **alt** button on your keyboard
- Click on **Tools** in the menu, then click on *Options*
- Click the **Content** tab.
- Uncheck **Block Pop-up windows**

Firefox (Mac)

- Click on the **Firefox** menu and click on
- Click the **Content** tab.
- Uncheck **Block Pop-up windows**

Chrome (Mac+PC)

- Click the Chrome menu on the browser toolbar.
- Select Settings.
- Click Show advanced settings.
- In the "Privacy" section, click the Content settings button.
- In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking Manage exceptions.

Safari (Mac+PC)

- Click on the **Safari** menu and click on
- Click the **Security** tab.
- Uncheck **Block Pop-up windows**