

Coach Education

Frequently Asked Questions



Q. The course is full can you squeeze me on?

A. Unfortunately if the course says full it's full. You can find other available dates on our website. Alternatively you can look at neighbouring CFAs for available dates.

If you would like to be notified as soon as courses are released, please download the HFA App from the google play/app store.

Q. Do you have a waiting a list?

A. If we have cancellations on the course, the space will become visible on the website. We also notify people of spaces becoming available on a course through our social media channels.

If you would like to be notified as soon as courses are released, please download the HFA App from the google play/app store.

Q. Are there any upcoming courses planned?

A. All the courses we have available are visible on our website.

We are always working hard to provide a variety of courses in a variety of formats across the county throughout the year. If you would like to be notified as soon as courses are released, please download the HFA App from the google play/app store.

Q. Can I book on behalf of multiple people?

A. Each individual learner is required to book their place using their own FAN and Password. This is to ensure our information on medical conditions, emergency contacts etc is accurate and up to date. The booking agreement is always between Hertfordshire FA and the individual learner.

Q. My qualifications aren't visible on my FAN?

A. Please email Melissa.nelwin@hertfordshirefa.com with your name, FAN, course location and date of course.

Q. Do you offer bespoke courses?

A. At the minute there are no plans to deliver bespoke courses for individual organisations/clubs. All courses delivered by Hertfordshire FA will be visible on our website



Q. Can I transfer my place between courses? OR Can I transfer my place to someone else?

A. Candidates unable to attend courses or individual course dates they have booked on to are not permitted to transfer between courses or transfer their place between individuals.

If you have to cancel your place, please refer to the terms and conditions located on our website for further information.

Q. Are there any pre-requisites for the coaching courses?

A. Each coaching course has its own specific pre-requisites (some are open entry) and these can be found on each course specific page of our website. It is the learner's responsibility to ensure they meet the pre-requisites before booking onto the chosen course.

Q. Can I miss any days of the course and make them up at a later date?

A. Learners are required to attend all dates and times associated to the course they have booked onto. Failure to attend all dates and times will result in non-qualification and individuals will need to book and pay to attend the course again in full to become certificated.

Q. Can I reserve a place or pay in instalments?

A. We are unable to reserve places or take part payments for any of our courses. Bookings are taken on a first come first served basis from online registration where full payment is required.

Q. Can you contact me when a course or space on a course becomes available?

A. We do not operate a waiting list for any of our courses or notify individuals of new courses being added or spaces becoming available. We do however have the Hertfordshire FA app which you can download to any smartphone. We will send notifications from the app when new courses have been added or if spaces have become available. Places are taken on a strict first come first served basis.

Q. What if I have to cancel my place on a course? Can I transfer my place?

A. Before choosing to cancel you may want to familiarize yourself with our cancellation policy which can be found on our website [insert link for Policies & Procedures](#). These Terms and Conditions will have also been provided to you at the time of booking and again in the booking confirmation email.

Q. I've already paid the course fee but cannot make it now. Can I transfer my place?

Learners unable to attend courses or individual course dates they have booked on to are not permitted to transfer between courses or transfer their place between individuals. You are required to either change your plans to ensure you can attend or cancel your place on the course and book on to another course. Please be aware of our Cancellation policy which is included in our Terms and Conditions.



Q. When will you run a course near to me with flexible dates and days?

A. We run a variety of courses in a variety of formats –some weekend only, some mid-week, some a mix of the two etc. We ensure that we run the variety of formats and courses across the county throughout the year and attendance may require flexibility from each learner i.e. travel further afield within the county to get the dates best suited or be flexible on dates to attend at preferred venue. Whilst we try to provide as many options to our volunteers as possible we are restricted to how we deliver courses due to tutor and facility availability.

Q. Can I jump straight to my level 2 coaching qualification, without doing my level 1?

A. Unfortunately not. All of the courses we run have a very strict structure, and must be completed in order. As mentioned above, each course has its own pre-requisites, which you must have prior to booking onto the course.

Q. Can I do my level 2 coaching course with any county?

A. Unfortunately not. This is because as part of your assessment, you will have in situ visits where your tutor will come and visit you at your club when you're coaching. All of our tutors are Hertfordshire based, which is why we encourage Hertfordshire coaches only to book onto our courses.

Q. Can I do my level 2 whilst living abroad?

A. Unfortunately not. This is because you need to be actively coaching within Hertfordshire so you are able to have your in situ visits. Without these visits, you will not gain your level 2 coaching qualification.

Q. Can I do my level 2 without coaching a team?

A. Unfortunately not. You must be actively coaching within Hertfordshire so you are able to have your in situ visits. Without these visits, you will not gain your level 2 coaching qualification.

Q. I have forgotten my FAN

If you have forgotten your FAN, you can follow this link to receive a reminder:
<https://secure.thefa.com/fan/retrievefandetails.aspx>

Q. I have forgotten my password

If you have forgotten your password, you can follow this link to reset it. please ensure your FAN has the correct email address registered:
<https://www.thefa.com/account/RequestPasswordReset>