

Coach Education

Frequently Asked Questions

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/retrievemandetails.aspx>

Q. I have forgotten my password

A. 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>

Q. The course says 'available' or 'hurry, last few places' on your website but I can't book a place.

A. The status of our courses has to be manually updated. During the Christmas break the website will not be checked or updated by staff so if you cannot book on it will be because the course is full. We're sorry for the inconvenience this causes our customers.

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

A. Before choosing to cancel you may want to familiarise yourself with our cancellation policy which can be found on our website under [Policies and Procedures](#).

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. We advise you to either change your plans to ensure you can attend or cancel your place on the course and book on to another course.

Should you decide to cancel your place please email contactus@hertfordshirefa.com

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

A. Unfortunately if it says the course says full then it's full. You can find other available dates on our website. Alternatively you can look at neighbouring County FAs for available dates that may suit your needs better.

If you would like to be notified as soon as courses are released, please download the Hertfordshire FA App from the Google Play or iOS App Store and ensure that you allow notifications.

Q. Do you have a waiting a list or can you contact me if a space becomes available?

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 App and on our social media channels.

If you would like to be notified as soon as places become available due to cancellation or new courses are released, please download the Hertfordshire FA App from the Google Play or iOS App Store and ensure that you allow notifications.

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. 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. Are there any upcoming courses planned?

A. The courses we currently 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 Hertfordshire FA App from the Google Play or iOS App Store and ensure that you allow notifications.

Q. Do you offer bespoke courses?

A. As it stands we have no plans to deliver bespoke courses for individual clubs or organisations. All courses delivered by Hertfordshire FA will be open to all on a first come first served basis and visible on our website.

Q. I already have coaching experience. 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 FA?

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. My qualifications aren't visible on my FAN?

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