

## Safeguarding and Welfare

### Frequently Asked Questions

**Q. How do I register for online Criminal Records Checks?**

**A.** Register with [fachecks@thefa.com](mailto:fachecks@thefa.com)

**Q. I am the new CWO and my club is registered for online checks, how do I register as the verifier?**

**A.** If you are on Whole Game System as the Club Welfare Officer, contact [fachecks@thefa.com](mailto:fachecks@thefa.com) to register as the verifier.

**Q. One of my coaches CRC is showing as completed on the online system but member services shows as not started or the date of their check is the previous one?**

**A.** The online system shows the completion of the DBS process. Once that process is completed the FA makes its decision based on the content. There can be a few weeks delay between completion of the DBS process and it showing as accepted on member services. The DBS certificate is not a certificate of acceptance it is just part of the process. The only way to see if they are accepted is on member services.

**Q. My coach's CRC was completed a few months ago but does not show as accepted on member services?**

**A.** You or the coach needs to contact FA CRB 0845 2108080. It may be that the coach has been asked to supply additional information.

**Q. My coach has been asked by the FA to see their certificate or for additional information. Is there a problem?**

**A.** In many cases this is just routine to clarify information and is nothing to worry about. If the individual does not comply with the process they will be suspended. It is up to the FA to make a decision on whether they should be accepted.

**Q. I am trying to apply for my check as CWO but cannot register my application?**

**A.** The system recognises your email address as the verifier so you will need use a different email address to register as an applicant.

**Q. I have completed the online form as CWO but who can verify my check?**

**A.** Your check can only be verified by County FA staff. Contact the CFA WO to arrange verification.

**Q. Can my volunteers renew their safeguarding online?**

**A.** Yes details can be found on our website.

**Q. One of my volunteers states that he has completed the safeguarding workshop but it does not show on his record?**

**A.** If you are querying a record we would need to have full details of the individual before searching records. That must include full birth name, as well the name they are known as now, address, DOB as well as any previous addresses. You will need to speak to the individual to find out this information.

**Q. Where do I find guidance notes on particular subjects?**

**A.** Many of the guidance notes can be found on [The FA website](#)