

Coach Education

Frequently Asked Questions

Q. I have forgotten my FAN. How do I retrieve this?

A. If you cannot remember your FA Number, or you are unsure whether you have a FAN, please use The FA's [FAN Finder tool](#) (click on the Retrieve FAN tab).

Q. I have forgotten the password that linked to my FAN. How do I reset this?

A. You can reset your password via myaccount.thefa.com. You will need access to the email address that is linked to your FAN in order to reset your password.

Q. I have two FAN records, how do I delete one of them?

A. There may be circumstances when a new FAN is created by you or for you even though you already have an existing one. If you think that you have more than one FAN, please contact MyAccount@TheFA.com including the following information so any duplicate accounts can be merged. This will then ensure all your qualifications sit under one FAN record:

- Name
- FANs that you are aware that you hold
- Date of birth
- Correct email address
- Full current postal address
- Any old email and postal addresses that may be linked to old FANs

Q. How can I check my qualifications, the expiry dates of my DBS, IFAiF and Safeguarding certificates, and my CPD hours?

A. Using your email address and password (associated to FAN) you can check all these details by visiting myaccount.thefa.com. You can also change your contact details here including your postal address and add a child to your FAN.

Q. I am new to coaching and want to start a Level 1 but can't find any to book on your website, where do I find them?

A. Recently announced [changes to FA Education](#) mean The FA Level 1 in Coaching is no longer available to book through County FAs. If you are new to coaching and don't have a Level 1 qualification, please complete the new [online FA Playmaker](#) in the first instance. This is free and acts as an introduction to the FA Level 1 course that will be available from April 2021, directly from The FA.

Q. I started an FA Level 1 Coaching course before the COVID-19 pandemic but didn't get the chance to complete all the online eLearning modules. How do I complete these?

A. You can visit <https://falearning.thefa.com> to check the status of your qualification and complete all the eLearning modules associated to the FA Level 1 in Coaching course.

Q. I need to renew my First Aid training, what should I do?

A. If your IFAiF qualification was due to expire since March 2020, your current qualification should have automatically been extended by The FA until February 2021. To renew it you need to wait until Spring when the new Introduction to First Aid in Football course is launched by The FA.

In the interim there are [online options](#) that can help fill the gap. While these will not renew your First Aid qualification, completing the [free Concussion and Sudden Cardia Arrest modules](#) will help refresh your skills.

Q. I need to renew my Safeguarding qualification, what should I do?

A. If your previous FA Safeguarding qualification has expired (or is more than two-and-a-half years old) you can renew this online via [The FA Safeguarding Children Re-Certification](#). If you have not completed an FA Safeguarding Workshop before, please complete the online [Safeguarding for All module](#).

Q. What about the Welfare Officers Workshop?

A. If you are a Club Welfare Officer that needs the relevant training for this position, you can now complete the [Welfare Officers Workshop](#) online (you will need to be logged in in order to select one of the sessions listed further down the page).