

## Safeguarding and Welfare

### Frequently Asked Questions

**Q. How do I register for online Disclosure & Barring Service?**

**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 DBS 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 DBS was completed a few months ago but does not show as accepted on member services?**

**A.** You or the coach needs to contact FA DBS 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 DSO to arrange verification.

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

**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](#).

**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](#)

**Q. How do I report a safeguarding concern over the Christmas break?**

**A.** If you have a serious concern you can contact our Safeguarding team on 01462 650215. Calls on this number will be monitored so please leave a message and we will get back to you. Non-essential calls will be returned after the Christmas break.

Alternatively if you have an urgent concern over the welfare of a young person you can call Hertfordshire Children, Schools and Families on 0300 123 40 43 or the NSPCC helpline on 0808 800 5000. If you believe a child is in immediate danger you should call the Police