

Coach Education

Frequently Asked Questions

- Q. I'd like to use the Christmas break to extend my knowledge of coaching, what resources are available to me?**
- A.** There are lots of resources that coaches can access online via the [FA's Bootroom](#) including [national webinars](#), interviews, articles and online learning modules. Coaches can also visit the [England Football Learning](#) YouTube channel
- 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 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, 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 get qualified, where do I start?

A. If you are new to coaching and want to get qualified, please complete the new [online BT Playmaker](#) in the first instance. This is free and a pre-requisite to the new [FA' Introduction to Coaching Football](#) course which you can then move on to.

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

A. The FA Medical courses are now being delivered centrally by The FA, including the Introduction to First Aid in Football (IFAiF). You can book a place by visiting the [IFAiF](#) course page. If you haven't done so already, we would also recommend completing the [free Concussion and Sudden Cardiac Arrest modules](#)

Q. What Safeguarding courses are there that I can take?

A. The [Safeguarding For All module](#) provides a basic overview of how to safeguarding children, looking at best practice, poor practice and abuse. This course is the perfect place to start if you've not done a safeguarding qualification before.

The FA [Safeguarding Children Course](#) provides club officials, coaches, referees and managers with a greater awareness of best practice in safeguarding in football and is available to book online.

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](#).

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).