

## 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 [England Football website](#) including [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](http://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](mailto: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?**
- A.** Using your email address and password (associated to FAN) you can check all these details by visiting [myaccount.thefa.com](http://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 [online EE Playmaker](#) in the first instance. This is free and a pre-requisite to the new [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, 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 Course?**

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