

Coach Education Frequently Asked Questions



- **Q: How do I book on to coaching courses with the new online booking system?**
- A: Go to our website www.hertfordshirefa.com
 - Click on “coaching courses”.
 - Scroll down the page and click on “events / courses – book on-line.
 - Select the course you wish to book on to.
 - Scroll down the page and enter your FA Number and Password.
 - If you do not have either of these click the link below and The FA will send you both.
 - Click on “login”
 - Enter payment details.
 - An email will then be sent confirming your place on your chosen course.

- **Q: What if I have to cancel?**
- A: Candidates withdrawing from a course (except on medical grounds) less than two weeks prior to its commencement will be subject to a £20.00 administration charge. If you cancel more than two weeks prior to the course commencing you can choose a full refund or switch to another course (subject to availability).

- **Q: Will I be able to attend a course if I am suspended from football?**
- A: No, any participant who is suspended by The FA or any County Football Association will not be allowed to participate in any course activity.

- **Q: What if I am injured after I have booked on to a course but before it commences – can I still take the course?**
- A: Yes you can, but you may wish to book onto another course (subject to availability) if you would prefer to wait until you are fully fit.

- **Q: How long will it take for my certificates to arrive?**
- A: All certificates should be received within three months.

- **Q: I hold current Emergency Aid and Safeguarding Children in Football certificates – will I need to attend these as part of my Level 1 course?**
- A: No, as long as your certificates are dated within 3 years at the time of your Final Assessments and, in the case of your Emergency Aid certificate, they were administrated by The FA, St John’s Ambulance, Red Cross or those endorsed by the HSE (Health & Safety Executive).

- **Q: I am a teacher and have Child Protection certificates – do I need to take the Safeguarding Children in Football module which is scheduled with my Level 1 course?**
- A: Yes, you will need to take this module as it is Football specific.

- **Q: Do I need to have taken Level 1 course to book on to Level 2 course?**
- A: No, Level 2 coaching course is open entry, but you will be required to have valid Emergency Aid and Safeguarding Children in Football certificates when you come to do your Final Assessment on a Level 2 coaching course.

- **Q: Do I need to have successfully completed my Level 2 course to take Level 3 course?**
- A: Yes, you will need to have passed Level 2 to take Level 3.

- **Q: Once I have started my Level 1, 2 or 3 course, how much time do I have to pass my Final Assessment?**
- A: You have up to 2 years from commencement to complete your Level 2 and 3 course but only 1 year to complete your Level 1 course.

- **Q: If I do not pass my Final Assessment what is the next step?**
- A: If you see a forthcoming course that you would like to book on to, we would first require you to let us know when you started your original course, which County Football Association you took it with and who was your original Tutor (as they cannot Re-Assess you). Then we would require you to telephone us 1 week before the said Final Assessment dates of that course, for us to be able to advise you if we can accommodate you on that course. If we can accommodate you, we would require a completed application form and a payment of £40.00.

- **Q: I have several candidates from my Club who I wish to put on a course, and the club is going to pay – how do I go about this?**
- A: You can book more than one candidate on to any course via the online booking system by typing in your own FA Number and Password and then overwriting the details in the relevant boxes with the candidates' details. Then carry on as normal with your payment details.

- **Q: Are there any pre-requisites for the coaching courses?**
- A: Each coaching course has its own specific pre-requisites (some are open entry) and these can be found on our website www.hertfordshirefa.com.

- **Q: How do I find out about forthcoming courses and availability?**
- A: All courses are listed in our Coach Education Programme on the website www.hertfordshirefa.com. For availability status of each course, click on “coaching courses” and then click on “events / courses – book online” and the number of spaces available will be listed next to each course.