

# Online Safeguarding Children Recertification - User Guide

## What is the Online Safeguarding Children Recertification course?

The Online Safeguarding Children Recertification course is a convenient way to make sure that your knowledge is up to date, and that you have a valid Safeguarding Children certificate. Updating should happen every three years. Anyone who has done The FA three hour face to face Safeguarding Children Workshop can do the Online recertification.

The course gives practical examples of football situations and explores how to deal with them. There is a recap of the face to face Safeguarding course, but the course also includes new information, like changes in the law and information on how to protect children on the internet.

## Enrolling on the course

### 1. Paying for the course or Entering your discount/free code.

To access the course you need to pay or enter your promotional code here - <http://eventspace.thefa.com/OnlineCourses/participant/arrangement.aspx?id=32527>.

You will need your FAN and password to login.

If you have forgotten your FAN or Password please go here:

<https://secure.thefa.com/FAN/RetrieveFANDetails.aspx>

or e-Mail [memberserviceslogin@thefa.com](mailto:memberserviceslogin@thefa.com) with the following details: Full Name, Date of Birth, Postcode and FAN number (if known).

### 2. Accessing and completing the course

The course is held on the members' services section of any County FA website. A full list of these can be found here:

<http://www.thefa.com/my-football/more/county-fa>

### 3. Inside Members' Services

**Step One: Login with your FAN and Password.** If you have forgotten your FAN or Password please follow the instructions above to recover them.



## Please login to access Members' Services

If you are an official of an affiliated league or club, a registered referee or a qualified coach you can verify your personal details using [Request Access](#) and we will send you an email explaining how you can login.

**F A N**

Password:

**Step Two:** Go To 'My Football' on the left hand menu, then Choose 'Online Courses'.

Home » Members » My Football

**My Profile** | **Darren Sandbach - My Football** | [LOG OUT](#)

**My Football**

My Coaching

Online Courses

**Football Pages**

Feedback

**LOG OUT**

These sections are under continuous development, but ultimately we are aiming to provide you with all the tools and features you need for running your club, running your league, refereeing, coaching, playing and supporting.

Club and League Officials, Registered Referees and Qualified Coaches have access to a number of the services.

Whatever you do in football and no matter how many different roles you have, they will all be accessible through this section.

**ALERTS**

- None

**RELATED LINKS**

- [Contact Us](#)

**Step Three:** Click the 'Enrol' or 'Continue' button by the Safeguarding Children course.

Home » Members » My Football » Online Courses

**My Profile** | **Darren Sandbach - My Football - Online Courses** | [LOG OUT](#)

**My Football**

My Coaching

**Online Courses**

Football Pages

Feedback

**LOG OUT**

### FA Learning Online Courses

FA Learning offers a number of Online Courses. For details of all the Online Courses offered and how to access them, please visit [www.thefa.com/falearning](http://www.thefa.com/falearning). If you have any problems with the course, please email [OnlineCourseQuery@TheFA.com](mailto:OnlineCourseQuery@TheFA.com).

Course Type	Course Title	Price	Status	Action
Safeguarding	Online Safeguarding Children Re-Certification	£13.95	In Progress	<a href="#">Continue</a>
Coaching	Online Futsal Laws of the Game	FREE	In Progress	<a href="#">Continue</a>
Coaching	Online Introduction to Equality and Diversity	FREE	In Progress	<a href="#">Continue</a>
Coaching	Online Coaching Children	£14.95	In Progress	<a href="#">Continue</a>
Coaching	Online Laws of The Game	FREE	In Progress	<a href="#">Continue</a>
Coaching	Online Player and Match Analysis	£14.95	In Progress	<a href="#">Continue</a>
Coaching	Online Running a Club	£14.95	Completed	<a href="#">Enrol now</a>
Coaching	Online Fitness in Football	£59.95	Not started	<a href="#">Continue</a>
Coaching	Online Soccer Camp Coaches	£14.95	Completed	<a href="#">Enrol now</a>
Coaching	Respect for Coaches	FREE	Not started	<a href="#">Continue</a>
Coaching	Online Planning, Preparing and Evaluating Coaching Sessions	£14.95	Completed	<a href="#">Enrol now</a>

**Step Four:** Click 'launch' on each of the modules in turn.

Home » Members » My Football » Online Courses

**My Profile** Darren Sandbach - My Football - Online Courses

**My Football** « Back to courses **LOG OUT**

My Coaching

**Online Courses**

**Football Pages**

**Feedback**

**LOG OUT**

### Online Safeguarding Children Re-Certification

FA Learning offers a number of Online Courses. For details of all the Online Courses offered and how to access them, please visit [www.thefa.com/falearning](http://www.thefa.com/falearning). If you have any problems with the course, please email [OnlineCourseQuery@TheFA.com](mailto:OnlineCourseQuery@TheFA.com).

Module	Module Title	Units	Status	Action
One	Module 1: Introduction	0/2	Not started	<a href="#">Launch</a>
Two	Module 2: Recap and Your Responsibilities	4/4	Completed	<a href="#">Launch</a>
Three	Module 3: Children's Welfare	0/2	Not started	<a href="#">Launch</a>
Four	Module 4: How and When to Take action	6/6	Completed	<a href="#">Launch</a>
Five	Module 5: Scenarios	3/5	In Progress	<a href="#">Launch</a>

Once you have finished the course, your profile will be automatically updated and your certificate will be sent to the address linked to your FAN number. To change this address please use this website:

<https://secure.thefa.com/FAN/UpdateFANDetails.aspx>

# Online Safeguarding Children Recertification – User FAQs

## **Can I do the Online course?**

Anyone who has done The FA three hour face to face Safeguarding Children Workshop can do the Online recertification.

This means that even if you have previously taken the paper recertification you can still update your qualification using the Online Safeguarding Children Recertification course.

If, however, you took the distance learning pack 'The Guide' you will need to take the three hour workshop. This is because The Guide does not explore issues in the same way as the workshop and its important all adults working with children attend the workshop at least once.

## **I can't access the payment screen**

This may be because you do not have a Safeguarding workshop attached to your FAN number. Please email [onlinesafeguardingquery@thefa.com](mailto:onlinesafeguardingquery@thefa.com) and we will check your records.

## **I can't access Members' Services**

If you have made payment or entered a free code for the course, this should grant you access to Members' Services. It may take 24 hours for this to be processed. If after 24 hours you are still unable to access the course please email [onlinesafeguardingquery@thefa.com](mailto:onlinesafeguardingquery@thefa.com)

## **I have paid. How do I start the course?**

The course is held on the Members' Services section of your local County FA website. You will have to log in with the same FAN and password as you used to pay/enter your free code with.

## **I would like to make payment for someone else to do the course. Can I do this?**

Yes of course. Log in with the FAN and password of the person that is doing the course. You can then pay with your card or enter a free code on their behalf.

## **In Member Services my course says 'Enrol' but when I click that link, it won't open. What do I do?**

Your 'pop up blocker' is probably preventing you from accessing the course. Please 'enable' or 'allow' pops ups.

The help tab in your web browser (Internet Explorer, Mozilla Firefox or Google Chrome) will explain how to do this if it does not seem straightforward.

## **Do I have to do the course all at once or can I login and logout?**

You can log in and out as and when it suits you.

**I'm still having problems. Where can I get some help?**

Contact the FA Learning Digital team at [onlinesafeguardingquery@thefa.com](mailto:onlinesafeguardingquery@thefa.com) – please include your FAN, date of birth and home address in your enquiry so that we can complete any investigations we need to.