

# FAQs

## **Coach Cymru Powered by the Coaches Voice**

This partnership is designed to enhance the FAW's world-class coach education offering. The platform will provide coaches, from grassroots to elite, with exclusive content produced with FAW practitioners and elite coaches in the FAW pathway, as well as wide-ranging access to The Coaches' Voice educational content.

Coaches can enjoy top-level coach-education content filmed with clubs including Arsenal, Chelsea, Newcastle and Valencia, and tactical masterclass content with the likes of José Mourinho, Xabi Alonso and Pep Lijnders. One-to-one and grassroots sessions, topic-led webinars and practices are also available, supporting the FAW's ongoing commitment to providing its coaches with the best possible learning experience.

The levels of annual subscription are:

### **Basic**

- Access to a limited amount of Coach Cymru + content, and the Coach Cymru session plan library, resources and articles.

### **Core**

#### ***Minimum Level required for Revalidation of Grassroots Coaching Qualifications***

- Grassroots CPD on new and exclusive Coach Cymru content
- Access the whole Coach Cymru online archive, including on-demand modules, webinars, session plan library, resources and articles
- Access a select range of Coaches' Voice Academy content

### **Full**

#### ***Minimum Level required for Revalidation of Elite Coaching Qualifications***

- Advanced CPD on new and exclusive Coach Cymru content
- Access the full series of Coach Cymru webinars and the whole Coach Cymru online archive
- Access to the entire Coaches' Voice Academy online learning library, including coaching sessions, webinars and masterclasses

## **What are Grassroots and Elite Qualifications?**

<b>Grassroots</b>	<b>Elite</b>
FAW Football Leaders Award FAW Goalkeepers Award FAW C Certificate FAW/UEFA C Licence FAW Goalkeepers C Certificate FAW Goalkeepers B Licence	FAW / UEFA B Licence FAW / UEFA Goalkeepers B Licence FAW / UEFA A Licence FAW / UEFA Goalkeepers A Licence FAW / UEFA PRO Licence



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## Why are there different subscription categories?

We have created three different subscription levels to suit all coaches across the FAW Coach Education Pathway.

## How long does a Coach Cymru subscription last?

- **Basic:** As long as you hold a valid FAW Coaching qualification.
- **Core:** Annual subscription (12 months).
- **Full:** Annual subscription (12 months), except if you purchased a National Coaches Conference ticket, in which case it's 3 years (36 months).

## What is the cost of Coach Cymru+ Powered by the Coaches Voice?

Basic; Free

Core; £20 FAW Coaches

Full; £60 FAW Coaches

## Is there funding available to pay for my subscription?

Unfortunately, no grant aid is currently available for CPD. The Sport Wales Be Active fund covers the formal coach education pathway only.

## I have paid £15 to access Coach Cymru+ prior to July 2024. How does this now affect my access?

Coaches who purchased Coach Cymru + prior to July 2024 have been contacted and sent direct invites to access the 'Core' level subscription. The original expiry date of the subscription and fee has been honoured. When the subscription is due to be renewed after 12 months the new price of £20 will be charged. If you are a member of Coach Cymru + and have not received the Coaches Voice invite, please contact us at [coacheducation@faw.cymru](mailto:coacheducation@faw.cymru)

## How do I access Coach Cymru + powered by the Coaches Voice?

To access the relaunched Coach Cymru + powered by the Coaches Voice, please follow the below steps:

1. Visit; <http://coachcymru.coachesvoice.com>
2. If you already have a Coach Cymru account with The Coaches' Voice, select "Sign In" to be taken to the login page. If you are not yet a member, click the "Join Now".
3. You will then be prompted to confirm if you are an FAW Coach. Please click "Yes" and enter your FAW Coach ID. (Your personal Coach ID can be found on your FAW Courses profile).

If you are not an FAW Coach, select "No". You will then be taken to the checkout screen where you can select a subscription. Once you have completed the checkout, the system will send you an invite email. Simply click the link in the email to create an account and access your exclusive content!

## I have a Football Leaders Award or C Certificate qualification; can I purchase the Full Subscription or is this restricted based on my qualification?



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All coaches are welcome to subscribe to any level of the platform to access and view the content available.

## **I have paid for a Core Level Subscription and would like to upgrade to the Full Level, how do I do this?**

You can upgrade your subscription at any time. If you have a core subscription you can purchase the Full subscription and it will charge you pro-rata.

1. Login to your Coach Cymru powered by the Coaches Voice account <http://coachcymru.coachesvoice.com>
2. Click "My Account"
3. Click "Billing" and select the tier you would like to purchase.

## **Does my subscription automatically renew after 12 months?**

If you have made a payment via Stripe to The Coaches' Voice and manage your subscription annually your subscription will automatically renew. Reminders will be sent when your subscription is due to expire.

If you have made your payment to the FAW as part of your National Conference subscription then this will not automatically renew, and you will be sent a payment link to renew by the coaches' voice or can renew this when you register for the next National Conference.

## **Can I cancel or amend my subscription?**

The subscription can be cancelled or amended at any time, please contact [fawsupport@coachesvoice.com](mailto:fawsupport@coachesvoice.com)

## **How do I know how many credits are allocated to the content available?**

Credits are clearly labelled across the system and shown within the specific content image.

## **Will my credits be tracked via Coach Cymru +?**

Any weighted content viewed, and credits gained via the new system will be tracked and transferred automatically to your FAW Courses Profile. Once you have gained the required number of CPD credits to revalidate your qualification, your FAW certificate will be updated and available on your FAW Courses profile.

## **I have previously gained credits through Coach Cymru will these be honoured?**

All credits gained via Coach Cymru will remain and continue to be calculated via your FAW Courses account.

## **I have recently revalidated my UEFA qualification, and would like to access to the Coach Cymru +, can I do this?**

Yes, coaches can purchase an annual subscription please visit <http://coachcymru.coachesvoice.com>

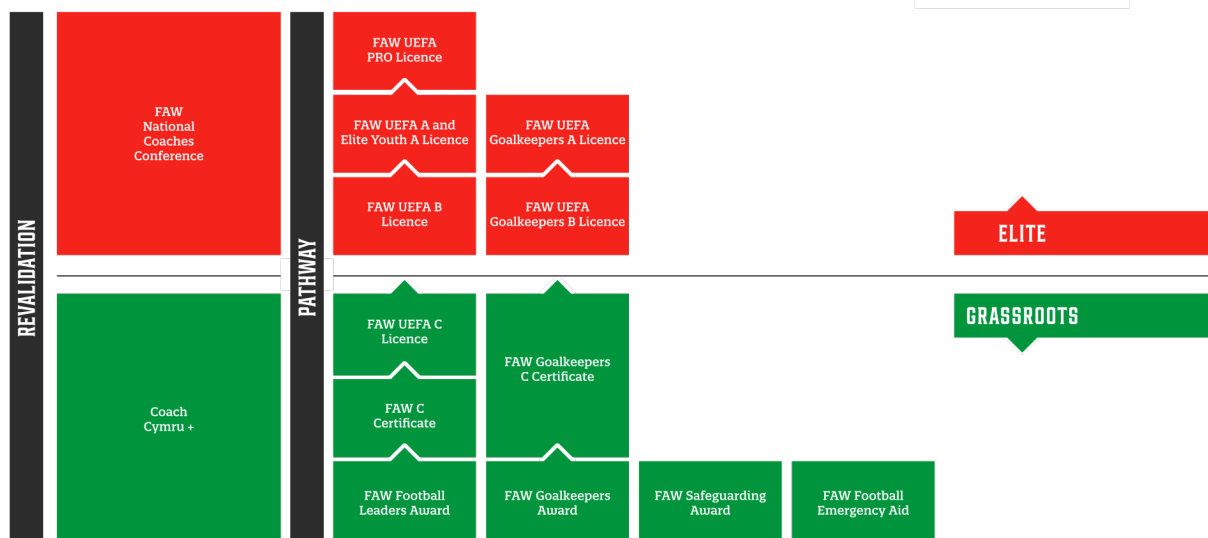
## **Revalidation / CPD**



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## How long are coaching qualifications valid?

All FAW Coaching qualifications have a 3-year validity period. To keep these valid, coaches are required to revalidate or access the next course on the Coaching Pathway.



For more information about courses detailed in the above pathway please visit: <https://www.fawcourses.com/courses>

## How does revalidation work?

The table below details what qualifications are considered Grassroots & Elite. Please note there are different revalidation requirements for each category.

Grassroots	Elite
FAW Football Leaders Award FAW Goalkeepers Award FAW C Certificate FAW/UEFA C Licence FAW Goalkeepers C Certificate FAW Goalkeepers B Licence	FAW / UEFA B Licence FAW / UEFA Goalkeepers B Licence FAW / UEFA A Licence FAW / UEFA Goalkeepers A Licence FAW / UEFA PRO Licence

## Where can I find my FAW qualification expiry date?

Coaches can access their qualification expiry dates via your FAW Courses account. These are stored under the Certificates tab. We will also regularly send reminders to coaches due to expire. If you are unsure, please contact us on [coacheducation@faw.cymru](mailto:coacheducation@faw.cymru)

## **Revalidation of Grassroots Qualifications**

### How can I revalidate my grassroots coaching qualification?

To revalidate, coaches will need to gain a minimum number of credits through our Grassroots CPD programme hosted via Coach Cymru + Powered by Coaches Voice.

Our CPD programme includes:

- OnDemand Modules
- Coaching Sessions
- Coach Cymru live (Webinars)



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- National Grassroots Coaches Conference

These can be accessed via the relaunched platform at <http://coachcymru.coachesvoice.com>.

Our CPD offers are weighted and there are some revalidation requirements relative to the qualification. Credits can be gained as quickly as a coach chooses; however, we would encourage coaches to access CPD content on a regular basis.

Revalidation requirements		
Qualification	Minimum credits required during the 3-season validity of a qualification	Requirements
FAW Football Leaders Award & FAW Goalkeepers Award	6 credits	
FAW C Certificate & FAW GK C Certificate	12 credits	Must access at least one FAW National Grassroots Coaches Conference during the 3-season validity of a qualification
FAW/UEFA C Licence & FAW GK B Licence	15 credits	Must access at least one FAW National Grassroots Coaches Conference during the 3-season validity of a qualification.
CPD Weighting		
Offer	Credits gained	
FAW OnDemand Module	1	
FAW Coaching Session	1	
FAW Coach Cymru Live (Webinar)	1	
FAW National Grassroots Coaches Conference	6	

## Do I have to complete certain CPD content?

We have designed a programme of CPD opportunities that give coaches the freedom to tailor the type of learning they access to suit their needs and preferences. For example, a coach looking to revalidate the FAW Football Leaders Award may choose to access several OnDemand Modules or a mix of Coach Cymru Live Webinars and Coaching Sessions to gain the required CPD credits.



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For FAW C Certificate, FAW/UEFA C Licence & FAW GK B Licence qualifications, coaches are required to attend the Online FAW National Grassroots Coaches Conference (x6 Credits) at least once during the 3-season validity of a qualification. The remaining credits can be gained through our any of the other CPD offers.

## **When is the CPD programme delivered?**

This will be dependent on the type/offer of CPD. For example, the OnDemand Modules, Coaching Sessions and National Grassroots Coaches Conference are all available online, so they can be accessed from anywhere at any time. The Coach Cymru Live Webinars will be delivered live on set dates/times; however, these will be recorded for coaches to access OnDemand at a later date.

## **How do I register/access the CPD content?**

To access OnDemand Modules, Coaching Sessions, view the uploaded module of the National Grassroots Coaches Conference or to book a place on a Coach Cymru Live Webinar. Please refer to the FAQ titled “**I Am an FAW Coach how do I access Coach Cymru +?**” for instructions on how to access the platform.

## **What happens if I do not gain the required credits?**

Your qualification will become inactive.

## **Does that mean I lose the qualification?**

No. Your qualification will remain inactive until you have gained the required credits.

## **Can I still coach with an inactive qualification?**

You may not be able to hold or take up certain coaching positions where a valid coaching qualification is a requirement (e.g., a junior coach as part of FAW Club Accreditation is required to have a minimum of an FAW Football Leaders Award).

## **If my qualification is inactive/no longer valid, how do I revalidate it?**

You need to gain the required CPD credits. You may gain the credits as quickly as you are able, and your qualification will become valid (active) as soon as you gain the credits. Your qualification will then be valid for a period of 3 years.

## **What if I only gained some of the CPD credits required?**

The credits will remain for a period of 3-seasons. After this point, the credits will be deleted.

Your qualification will only be revalidated once you have gained the minimum number of credits through our Grassroots CPD programme.

## **How often do I need to revalidate my qualifications?**

Qualifications are valid for a 3-year period. You will need to gain the required CPD credits during the validity period to revalidate your qualification.

## **If I gain more credits than required, will my qualification be extended beyond 3-seasons?**

No. The credits detailed are minimum requirements and we would encourage coaches to regularly access CPD content.

## **Can additional CPD credits be carried over?**



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No. Only the credits you gained during the 3-year validity period will be recorded, after this time your qualification will be revalidated, and you will then be required to gain the relevant credits for the new 3-season validity period.

## **Can I apply to access the next level course in the Coaching Pathway if my qualification is inactive (not valid)?**

No. You need to gain the relevant CPD credits within 3-seasons of expiry for your current level of qualification. You may gain the credits as quickly as you are able, and your qualification will become valid as soon as you gain the credits. Once valid, you would then be able to apply to access the next-level course.

## **Can I gain revalidation credits by accessing other Football Association, National Governing Body, or Higher/Further Education content?**

No. Only FAW content currently counts towards revalidation credits. This is to ensure content is appropriate and aligns to our Welsh Way syllabus.

## **How will CPD credits be tracked?**

Our FAW Courses website and Coach Cymru platform will track credits gained. After completing or attending CPD, our system will automatically add credits to your FAW courses profile.

## **Revalidation of Elite Qualifications**

### **How many Hours/ Credits are required to revalidate a UEFA B, A or Pro Licence qualification?**

UEFA Stipulate Coaches must complete 15 Hours of CPD once within the x3 Year validity period. These will now be equated to credits in Wales. Therefore, Coaches will be required to gain x15 credits in the three year validity period.

### **How can I revalidate my Elite coaching qualification?**

To revalidate, coaches will need to attend the National Coaches Conference once during the 3-year validity period. The FAW National Conference will equate to x10 Credits, the remaining x5 Credits can be completed online via the Coach Cymru platform.

### **Can I revalidate my qualification by accessing online content only?**

No, any coaches working in Wales, or the UK are required to attend one National Conference event in the three year validity period to receive the x10 credits. You can then complete re remaining x5 Credits required via the online content available on Coach Cymru.

### **When is the National Coaches Conference delivered?**

The event runs annually and usually takes place during a weekend in May. The 2025 event is scheduled for the 24<sup>th</sup> and 25<sup>th</sup> May.

### **I am coaching or working outside of the UK how can I revalidate?**

Coaches outside of the UK, can access the National Conference online and complete the required x15 hours (credits) of CPD. As part of the conference fee you will also receive access to the Full Coaches Voice subscription.

### **How do I register for the National Coaches Conference?**



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To book a place for the National Coaches Conference or to register your interest please use the following link; <https://www.fawcourses.com/category/national-conference>

## **I have registered for the National Conference; how do I access my Coaches Voice subscription?**

Coaches will be automatically registered for a three-year Coaches Voice subscription and receive the Full subscription. You will receive an invite from Coaches Voice to activate your account, once you've accepted this you will gain instant access.

The subscription expiry date will fall in line with qualification expiry dates and expire on the 31 December of the third year. Therefore, if you register now for the 2025 National Conference your Coaches Voice expiry date will be the 31 December 2028.

## **How much is the FAW National Coaches Conference including the Coaches Voice Subscription?**

UEFA B Licence & UEFA B GK Revalidation; £350.00

UEFA A, AGK & Pro Licence Revalidation; £450.00

## **Why does it cost more for UEFA A & Pro Licence Revalidation?**

UEFA A and Pro Licence holders will have access to additional private content and exclusive guest webinars during the subscription period which will be personalised to this level of qualification. Private invites will be sent during the subscription period.

## **What happens if I do not attend the National Coaches Conference?**

Your qualification will become inactive.

## **Does that mean I lose the qualification?**

No. Your qualification will remain inactive until you have revalidated it. Once you revalidate your qualification will become active for a further three years from attendance.

## **Can I still coach with an inactive qualification?**

You may not be able to hold or take up certain coaching positions where a valid coaching qualification is a requirement.

## **If my qualification is inactive/no longer valid, how do I revalidate it?**

You can attend the next available National Coaches Conference, once you have completed the required hours you can reactivate your qualification for a further three years.

For example, if your qualification expired in 2022 and you attend the 2025 Conference, this will reactivate your UEFA Licence from 2025 – 31 December 2028.

## **How often do I need to revalidate my qualifications?**

UEFA stipulate coaches need to complete a minimum of x15 hours CPD within the three-year validity period. Therefore, in Wales Coaches are required to complete one National Conference within the Licence validity period.

## **Can I apply to access the next level course in the Coaching Pathway if my qualification is inactive (not valid)?**





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No. You need to have an active qualification to be able to apply to access the next-level course.

## **I have recently attended the National Coaches Conference and would like access to the Coaches Voice, can I do this?**

Yes, coaches can register via <http://coachcymru.coachesvoice.com> and follow the sign up instructions.

## **Other FAW Qualifications**

### **How do I revalidate my FAW First Aid and/or FAW Safeguarding qualification?**

Qualifications are valid for a 3-year period. There is no current revalidation process in place for these qualifications. Once these qualifications will have expired, and you will need to retake the qualification.

### **I have further questions not answered in this document. Who do I contact?**

Our Coach Education team will be happy to answer any questions you may have. Please email [coacheducation@faw.cymru](mailto:coacheducation@faw.cymru)

