



National Association

## Frequently Asked Questions Candidates

### **Key items to remember for all candidates:**

- If you're trying to register for a D course and it says you are ineligible, refer to questions 2 & 3 below.
- Make sure your Learning Center profile has your most updated email address. (Go to your name, then profile). This is crucial for your instructor to reach you.
- If you are registered for a course and need to reach your instructor or have a question, please communicate via the **communications tab** on your course. This includes questions about the location, virtual links, assignments, etc.

1. **QUESTION: I am registered for a blended course that starts soon, and I have not received a link to the virtual portion yet.**

### **ANSWER:**

- Log onto the LC, click "My courses," choose the course you are referring to, and message your instructor or the group on the **communications tab**.
- Some instructors only send the link 30 minutes before the virtual portion.

2. **QUESTION: I am unable to register for a course because it says I'm ineligible.**

### **ANSWER:**

- Ensure you have taken the ["Intro to Grassroots coaching"](#) course (20 mins, free).
- If you are trying to register for the **D course**: Ensure you are eligible.
  - You must have completed and be marked as **passed**:
    - Two in-person/blended courses (one of which must be the 11v11)
    - One online course across any of the four levels (4v4, 7v7, 9v9, 11v11)
  - Coaching candidates who have earned the E or F License will have the following opportunities to use those certifications toward the D License prerequisites:
    - U.S. Soccer E License + Introduction to Grassroots Coaching Module
      - Make sure your E license on your profile – If it is NOT, see next Q&A.
    - U.S. Soccer F License + Introduction to Grassroots Coaching Module + 11v11 in-person license + one other in-person license



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### 3. **QUESTION: E or D license is missing from profile.**

#### **ANSWER:**

- Reach out to the association that issued the license and ask them to add it to your profile. US Club Soccer cannot add any E or D licenses to profiles.
- Reminder: the state association can only add the license if your profile shows you are still located in their state. You may need to change your state temporarily to allow them to add it.

### 4. **QUESTION: I would like to register for a D course, but I haven't completed the pre-requisites yet. Can I still register to hold my spot?**

#### **ANSWER:**

- You can't register on the LC until you've completed the pre-requisites (it's an automated process). You must complete the pre-requisites first, and then you can register for the D course.
  - Tip: Let your instructor know your situation so that they give your evaluation ASAP after finishing course.

### 5. **QUESTION: I need to cancel my registration because I can no longer attend.**

#### **ANSWER:**

Reminder, this is our refund/cancellation policy below. We will accommodate as best as we can. We prefer to transfer you to another course instead of refund if you are within 2 weeks of the course date.

**Please email us to let us know your specific situation.**

*A candidate seeking to withdraw from the course must do so in writing to Ashley Lehr at [coacheducation@usclubsoccer.org](mailto:coacheducation@usclubsoccer.org). Once a candidate registers for the course, the hosting association has made proper arrangements for instructors, classroom/field space, & materials to accommodate that candidate. If a candidate cancels at least 2 weeks prior to the first day of the course, he or she may receive a full refund. If the candidate fails to cancel at least 2 weeks prior to the course, only attends a portion of the course, or does not show up for the course, the entire course fee is forfeited. By registering for this course, you acknowledge that you understand and agree to the course policies regarding course assignments, attendance, registration fees, and refunds.*



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**6. QUESTION: I registered for the wrong course and need to transfer to another course.**

**ANSWER:**

- If you're registered for a US Club Soccer-hosted course, and are looking to transfer to a different US Club Soccer-hosted course, please let us know the dates, location, and course type and we can likely transfer you.
  - You can search for US Club Soccer-hosted courses by using the filter "HOST: US Club Soccer"
- If you are transferring between another association course to a US Club Soccer course or vice versa, you will need a refund from the first course and then you will need to register separately for your other course.

**7. QUESTION: I want to register for a D course, but I cannot attend all of the meetings. Can I still register and pass the course?**

**ANSWER:**

In most cases, candidates must attend **all** meetings in order to pass the course. If a candidate has extenuating circumstances, the candidate will need to reach out to the instructor in advance, explain the situation, and get approval from the instructor. If a candidate does not receive prior approval from the instructor, he or she will not be eligible to pass the course.