



FAW COACH EDUCATION LEARNING MANAGEMENT SYSTEM (LMS) FAQS

We are excited to announce that we have moved to a new and improved Coach Education Learning Management System (LMS).

This Learning Management System is different to the FAW Courses platform used previously and is where all FAW Coach Education courses will be available to purchase and complete moving forward. We will be securely transferring your account details and qualification history from the previous system to this new platform.

I have an account on the FAW Courses system, when will my data be transferred to the new site?

We will shortly start the transfer of all Coach Education data and history to the new LMS, once your details have been transferred you will receive an email notification to confirm the new details.

I cannot use my previous log in information to access the LMS platform?

Your log in details for FAW Courses will not work on the new LMS platform. When purchasing/applying for your first course via LMS you will be able to create a new account. You will have a new Coach ID for the interim period while the system changes take place.

If you are not registering for a course, your data will be transferred to the new site shortly and you will be notified accordingly.

I have used an incorrect email address when signing up to the LMS platform.

Please contact coacheducation@faw.cymru with your full name and the correct email address and we can amend this for you.

I have set up an account on the new Learning Management Site, but I can't remember the password.

You can use the link below to reset your password;
<https://lms.faw.cymru/my-account/lost-password/>

I can't see my Coach Education history on my new account?

Don't panic, your previously completed course information will be transferred to the LMS platform as part of the ongoing project. The transfer will commence in January 2026 and you will be notified when the transfer has taken place.

What will happen to my certificates/files/work that is currently on FAW Courses?

All qualification data and certificates will be transferred to the new site as part of the data transfer. However, we recommend you download any documents, completed course tasks, session planners, assessment feedback and resources that you might want to refer to. You will have access to your FAW Courses account until the 31 March 2026.

When I login I asked to complete my club information. I am not with a club currently; can I still register for the course?

Yes, you can still access a course. Please put NA / Not Applicable in the fields that that you are unable to answer. Please update this information as soon as your circumstances/details change.

My data has been transferred the new site, but I seem to be missing qualifications or data appears incorrect?

Please contact the Coach Education team on coacheducation@faw.cymru as soon as possible with your name, email address and information you believe is missing and we can rectify this.

I've completed CPD via Coach Cymru, will my CPD Credits be transferred to the new LMS?

Yes, all CPD Credits and revalidated qualifications will be included in the data transfer.