

CAYMAN ISLANDS NATIONAL COACHING ACADEMY*Building Champions On and Off the Pitch***POST-COURSE EXPERT SUPPORT**

Online Q&A Line · 2026 Edition

Continued access to our coaching experts after the workshop

Service title	Post-Course Expert Support (Online Q&A)
Owner	Academy Director, Cayman Islands National Coaching Academy
Available to	All learners who complete a CINCA programme
Contact	info@caymancoachingacademy.com · +1 345 936 7371
Access window	90 days from the last day of the course
Response time	Within 5 working days

Why we offer this

Learning continues after the workshop ends. Our online Q&A line gives every learner direct access to the Academy's coaching experts to ask follow-up questions and get support applying their learning in their own coaching, turning a five-day workshop into ongoing professional development.

POST-COURSE EXPERT SUPPORT**1. Purpose**

The Cayman Islands National Coaching Academy (CINCA) provides learners with continued access to its coaching experts after the workshop. This document sets out how the Online Q&A support line works, what it covers, and how to use it.

2. What We Offer

Every learner who completes the Coaches Educational Workshop may contact the Academy's instructors with follow-up questions for a set period after the course. Support is provided online by email (and, where helpful, a short scheduled video or phone call), so learners can get expert guidance as they put their learning into practice.

3. How to Access It

- Email your question to info@caymancoachingacademy.com with the subject line “Post-Course Q&A”.
- Include your name and the course/cohort you attended so we can identify you.
- We aim to respond within 5 working days; more detailed queries may be answered by a short scheduled call.

4. What It Covers

Included	Not included
Follow-up questions on the workshop content and methodology.	One-to-one personal coaching or unrelated consultancy.
Help apply the LTPD model and session planning in your own setting.	Assessment, re-marking, or grade appeals (use the relevant policy).
Clarifying frameworks, drills, and safeguarding good practice.	Urgent safeguarding concerns (these must be reported immediately, not via Q&A).
Signposting to further resources and reading.	Legal, medical, or financial advice.

5. Access Window

The Online Q&A line is available for 90 days from the final day of the course. This gives learners time to apply their learning across a season's early sessions while questions are fresh, within a clear, manageable support period.

6. Who Responds

Questions are answered by the Academy's instructors (FIFA / CONCACAF-credentialed) or, where appropriate, by the Academy Director. Where a question would benefit the whole cohort, we may share a general answer (without identifying the learner) so everyone benefits.

7. Safeguarding and Data Protection

The Q&A line is not for reporting urgent safeguarding concerns, which must be raised immediately under the Safeguarding & Child Protection Policy. All correspondence is handled in line with the Data Protection & Confidentiality Policy.

8. Related Documents

This service is read together with the Course Completion Policy; the Assessment Policy & Practical Rubric; the Safeguarding & Child Protection Policy; the Learner Complaints Procedure; and the Data Protection & Confidentiality Policy.

Document control	Detail
Service title	Post-Course Expert Support (Online Q&A)
Owner	Academy Director, Cayman Islands National Coaching Academy
Edition	2026
Review cycle	Annual, or earlier if required
Related framework	CINCA Policy Manual 2026