**BO11. FSA TRAINING CENTER VIRTUAL DEMONSTRATION (Q&A)**

**Question:**I completed the FSA Coach Fundamentals. Yet, it doesn't show I've completed it.

**Response:**Please send an inquiry over to us at coursehelp.fsatraining@ed.gov and we will look into it.

**Question:**With NSLDS updating and the potential rollout coming in Spring 2022, will there be resources made available on the FSA training page? Similar to what was done for the integration of FSA Partner Connect from IFap?  
**Response:**Yes! We will have new training for NSLDS in the first part of next year at fsatraining.ed.gov. Please stay tuned!

**Question:**What is the email for assistance with FSA Training?

**Response:**[helpdesk.fsatraining@ed.gov](mailto:helpdesk.fsatraining@ed.gov)

**Question:**For Training Courses, why does my screen not have the 7 boxes with green pictures like yours does?

**Response:**It's probably a sizing issue. Reduce the size in your browser - in Chrome it's the ellipses (...) button in the upper right corner.

**Question:**You may have mentioned this but I just got on. Are all of these trainings free?

**Response:**Yes, all of the training at fsatraining.ed.gov is free!

**Question:**  
Are FA administrators at foreign school required to do the fundamentals training course and attend in person training as well?  
**Response:**  
Foreign schools are not required to complete the Fundamentals training course, but you are more than welcome to take the course. Under Training Courses on the black main menu bar we also have the FSA Basics training and the Foreign Schools training. Please evaluate which courses are right for you.

**Question:**Why isn't this log in the same as all other FSA logins? It would be nice to be able to log in from FSA Partner Connect.

**Response:**We plan to move the FSA Training Center into Partner Connect as we move through our phased implementation. Please stay tuned!

**Question:**Is there a PPT to download?  
**Response:**

You may download the slides at fsaconferences.ed.gov.

**Question:**Hello, is there a training requirement for an existing financial aid administrator? I was told an FSA administrator has to complete a 5-day training session every 18 months. Is this still a FSA policy?  
**Response:**  
There is no requirement from FSA that you complete training on an ongoing basis. But please visit the FSA Training Center at fsatraining.ed.gov to partake in any training that will help you in your work.