

**You can find models for the following documents on the** [**Bikeability website.**](https://www.bikeability.org.uk/professionals/for-training-providers/required-documents/)

## **Equal Opportunities and Diversity Policy**

**If you are a local authority a generic council policy is accepted**

**These points need to be in your policy:**

‘This policy complies with current legislation (Equality Act 2010).’

‘The policy covers staff, all instructors and riders.’

‘[Name of organisation] gives equal access to opportunities and employment.’

You may want to define the opportunities for staff and service users.

The policy covers all aspects of discrimination and the nine protected characteristics

Please name the four main aspects of discrimination (direct and indirect discrimination, harassment, victimisation) and list the protected characteristics (age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation)

**General procedures**

‘[Name of organisation] makes all instructors and staff aware of the policy.’

Please specify your procedures to ensure this.

Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.

‘[Name of organisation] reviews the policy and practise at least every year and with every change in legislation.’

**Allegations of discrimination**

Write down the procedures for how your organisation deals with allegations of discrimination from staff/service users.

*You may want to refer to your complaints and grievance policies.*

1. **Complaints Policy**

**If you are a local authority a generic council policy is accepted**

**These points need to be in your policy:**

[Name of organisation]’s contact details, at least two out of postal address, phone number and email.

**General procedures**

‘[Name of organisation] makes all instructors and staff aware of the policy.’

Please specify your procedures to ensure this.

Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.

‘[Name of organisation] reviews this policy every year.’

EITHER

**Training providers working for a Grant recipient**

**Procedures for making a complaint**

Write down the procedures for how people can make an official complaint.

Write down the your organisation’s maximum response time.

Write down the procedures for how your organisation responds to a formal complaint:

Stage 1: the complaint is investigated by the Training provider

Stage 2: if the complainant is not satisfied with the Training provider’s response, the complaint is referred to the Grant recipient

Stage 3: if the complainant is not satisfied with the Grant recipient’s response, the complaint is referred to the Bikeability Trust

**Reporting of complaints**

‘[Name of organisation] reports all formal complaints to the Grant recipient.

‘[Name of organisation] reports annually all formal stage 1 - 3 complaints by number to the Bikeability Trust.

OR

**Training providers without a Grant recipient**

**Procedures for making a complaint (for Training providers without a Grant recipient)**

Write down the procedures for how people can make an official complaint.

Write down the your organisation’s maximum response time.

Write down the procedures for how your organisation responds to a formal complaint:

Stage 1: the formal complaint is investigated by the Training provider

Stage 2: if the complainant is not satisfied with the Training provider’s response, the formal complaint is referred to the Bikeability Trust

**Reporting of complaints**

‘[Name of organisation] reports annually all formal stage 1 and 2 complaints by number to the Bikeability Trust.

## **Safeguarding Policy**

**If you are a local authority a generic council policy is accepted**

This policy works together with the Safeguarding Report Form, the Parental Consent Forms and the Booking Form for Adults.

If you do not deliver training to adults, you may take out all references to vulnerable adults and The Care Act. In this case, please state in your policy that you are only delivering training to children, not adults.

However, if you deliver the Plus Family or Adult modules, you need to provide for vulnerable adults in this policy.

**These points need to be in your policy:**

The name and contact details of the Safeguarding Lead

‘This policy complies with current statutory guidance (‘Working Together to Safeguard Children (2018)’ and ‘The Care Act (2014)’).

The policy covers all children and vulnerable adults who take part in training.

**General procedures**

‘[Name of organisation] makes all instructors and staff aware of the policy.’

Please specify your procedures to ensure this.

Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.

‘[Name of organisation] reviews the policy and practise at least every year, with every change in legislation and after each incident.

**Allegations of significant harm done towards a child or vulnerable adult by an instructor/staff**

‘[Name of organisation] reports allegations of significant harm by an instructor towards a child or vulnerable adult to the Bikeability Trust and the Grant recipient within 72 hrs of learning about the allegation.’

Significant harm is defined here [RSI guidance what to do if something goes wrong](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/752170/RSI_guidance_what_to_do_if_something_goes_wrong_Examples_table_deciding_what_to_report.pdf)

**Recruitment and Management of Instructors, Staff, and the Safeguarding Officer**

‘[Name of organisation] recruits all instructors and staff in accordance with safer recruitment policies and procedures’

Please specify your procedures, i.e. asking for valid and up-to-date DBS checks, references, checking qualifications, and having an interview process

Also see [National Society for the Prevention of Cruelty to Children website.](https://learning.nspcc.org.uk/safeguarding-child-protection/safer-recruitment)

‘All instructors have enhanced DBS checks, not older than three years. Other staff hold DBS checks at the appropriate level, not older than three years.

‘[Name of organisation] makes sure all instructors receive safeguarding training at least every three years and keeps a register about this.’

‘[Name of organisation] makes sure the named safeguarding lead has safeguarding training no older than two years and keeps a register about this.’

**Parental Consent and Booking Forms for vulnerable adults**

‘[Name of organisation] holds parental consent forms and booking forms for adult riders that ask for relevant medical conditions and additional or special educational needs that instructors need to take into consideration when planning and delivering a session.’

‘[Name of organisation] collects parental consent forms for each child rider and a booking form for each vulnerable adult.’

‘[Name of organisation] shares the parental consent forms, medical conditions and special educational needs of children and vulnerable adults with the instructors.’

**Regulations for school-based training**

‘[Name of organisation] gives instructors a safeguarding contact for every school at which they deliver.’

**Regulations for 1:1 training** (where applicable. See Bikeability Delivery Guide)

[Name of organisation] encourages parents/carers to attend the training if they prefer

[Name of organisation] communicates the location of the training to all parties;

Training takes place in a public, open space, and never in an environment such as behind a closed door.

**Welfare Concerns and Disclosures of Abuse**

Write down the procedures for what instructors should do if a child or vulnerable adult makes a disclosure of abuse.

The procedures need to stipulate that for school-based training instructors inform the school’s and your organisation’s Safeguarding Lead of any disclosure made and any further arrangements for reporting and referring a disclosure of abuse. These procedures could for example use a Safeguarding Report Form.

## **Health and Safety Policy**

**If you are a local authority a generic council policy is accepted**

This policy works together with the Emergency Procedures, Incident Report Form, Training Sites and Routes Risk Assessment form and the Generic Risk Assessment for Cycle Training.

It might be easiest if you start with the Incident Report Form, followed by the Risk Assessment and the Emergency Procedure and do the Health and Safety Policy in the end.

**These points need to be in your policy:**

The name and contact details of the Health and Safety Lead

This policy complies with current legislation [name of legislation].

The policy covers staff, all instructors and riders.

**General procedures**

‘[Name of organisation] makes all instructors and staff aware of this policy.

Please specify your procedures to ensure this.

[Name of organisation] makes all instructors aware of the Emergency Procedures, Incident Report Forms, Sites and Routes Risk Assessment Forms and the Generic Risk Assessment.’

Please specify your procedures to ensure this.

Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.

‘[Name of organisation] reviews this policy, the emergency procedures and related risk assessments at least every year, with every change in legislation and after each incident.’

**Reporting of incidents**

‘[Name of organisation] reports all health and safety incidents, accidents and near misses to the Grant recipient.

‘[Name of organisation] reports all serious health and safety incidents to the Bikeability Trust.

A serious incident is defined as an incident that meets the definition of [Charity Commission Serious Incident Reporting Examples](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/752170/RSI_guidance_what_to_do_if_something_goes_wrong_Examples_table_deciding_what_to_report.pdf).

**Procedures for risk mitigation and management**

All instructors to hold appropriate First Aid qualifications, no older than three years.

‘[Name of organisation] formally observes every instructor at least once a year and mentors them.’

‘[Name of organisation] makes appropriate risk assessments for all activities.’

Instructors must conduct a Training Sites and Routes Risk Assessment before each training, update the form and sign it.’

Instructors have to follow the Bikeability Delivery Guide and Bikeability Plus Delivery Guide.

Instructors have to follow ‘[Name of organisation’s] Emergency procedures.

1. **Emergency Procedures**

**These points need to be in your procedures:**

Clear, simple instructions for instructors to follow in the event of serious incidents and accidents to riders, instructors or members of the public

This includes major injuries.

Instructions need to include securing the group, calling an ambulance or paramedic, administering First Aid if appropriate, collecting insurance details of any driver involved as well as informing the school or parents/guardians.

Clear, simple instructions for instructors to follow in the event of minor incidents and accidents and near misses to riders, instructors or members of the public.

This includes minor injuries and incidents which did not result in injury, damage or loss, but could have done in different circumstances.

Instructions need to include securing the group, calling an ambulance or paramedic, administering First Aid if appropriate, collecting insurance details of any driver involved as well as informing the school or parents/guardians as appropriate.

Clear, simple instructions for instructors to follow where no injury occurs

This includes damage and loss of property or equipment, altercations with a member of the public, aggressive or threatening behaviour of a rider, where an instructor does not feel in control of the situation

At the time of an incident instructors have to take all contact information of involved parties as detailed on the Incident Report Form.

Instructors have to complete the Incident Report Form within 24 hrs of the incident occurring and submit it to the Health and Safety Officer at [Name of Organisation].

The instructor and/or the Health and Safety Officer at [Name of Organisation] report all incidents involving motor vehicles to the police within 24 hrs of the incident occurring.

1. **Incident Report form**

**These points need to be in your form:**

Names and contact details of those involved in the incident, which are

- person injured

- witnesses

- drivers

- instructors

Registration number, make, type and colour of vehicle

Driver’s insurance details

Date, time and location of incident

Descriptions of the environment and weather

Record of what happened, including descriptions of any injuries and damages to property

Record of actions taken at the time, including description of first aid/medical attention given/required

Record of actions taken immediately following the incident

1. **Generic Risk Assessment for Cycle Training**

**You do not need to upload this just to agree to the Bikeability generic risk assessment**. It can be found here <https://professionals.bikeability.org.uk/documents/>

## **Training Sites and Routes Risk Assessment form**

This form needs to be checked by the instructors before each training delivery.

These points need to be prompted for in your form:

Instructors must check the appropriate risk assessment before each session and sign.

Date and location

Name and signature of instructor(s)

Assessment of all risks at a specific location. Leave space for newly identified risks.

You should include space for a map or diagram.

Likelihood x severity of each risk

Control measures for each risk

## **Insurance certificates**

All training providers need to hold valid insurance. Where relevant, this will include

* **Public liability insurance.** This will ensure coverage for attendees on courses. Sole traders can also hold self-employed insurance (public liability and possibly additional indemnity).
* **Employers’ liability insurance.** This insurance also covers volunteers and office staff. You must hold this insurance independent of your instructors’ contractual situation.

You must renew your insurance every year. Your instructors must also hold valid insurance. You are responsible for checking this.

You may want to use an [insurance broker](http://www.biba.org.uk/CustomerHome.aspx) to help you buy insurance. Some organisations such as British Cycling, Cycling UK and Butterworth Spengler and others provide specialist insurance.

For the application it is sufficient to attach an insurance quote.

Please send us a copy of all insurance policies/quotes and letters within a month of registration. Otherwise your registration will be invalid.

## **Please take note of how to deliver Bikeability**

This is not a policy requirement but is needed when applying to be a Bikeability training provider

My instructors deliver Bikeability training according to the Bikeability Delivery Guide

My instructors deliver Bikeability training according to the Bikeability Plus Delivery Guide

My instructors complete formative and summative assessment for each rider before and after every training (for example the Rider progression tracker)

My instructors give feedback to each rider pointing out what they learned and further points for improvement

My instructors give every rider a Certificate, Badge and Handbook for Level 1-3 training and Certificates for Balance and Learn to Ride training

I have read the Training Provider section of the Bikeability Management Guide

I have read the Bikeability Style Guide