



# Link User guide – Instructors

The user guide for Instructors is an essential source of information for all Bikeability Instructors. Along with the Bikeability Delivery Guide, it provides the backbone for high-quality Bikeability training. The guide is regularly updated to include any relevant information pertaining to Link, the database used by Bikeability, as well as the strengthening of guidance around policies and procedures. Any constructive feedback on the guide is welcome and can be directed to [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk).

## Version History

- Version 1 – Created 13<sup>th</sup> January 2023

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## Features of the Bikeability Link database

### Access

- Each individual has their own access to Link. Individuals with multiple roles (for example, as instructor and as administrator for a training provider) have only one login which gives them access to all functions

### Details/Associations

- Link shows which instructors are associated with which training provider.
- Some information gets passed between training provider and instructor accounts such as changes to their registration status

## Index of abbreviations/terms used

1st4sport	Awarding body for Instructor qualification
1st4sport Level 2 award	Level 2 Award in Instructing Cycle Training, the qualification for cycle training instruction recognised by Bikeability
CPD	Continuous Professional Development
Database	Our database is on Link
DBS	Disclosure and Barring Service
IQA	Internal Quality Assurance
Link	This is the Bikeability database <a href="https://link.bikeability.org.uk">https://link.bikeability.org.uk</a>
NSIA/NSIP/NSIQ	National Standard Instructors': Qualification for cycle training instruction recognised by Bikeability until 31st March 2024
RDC	Recognised Delivery Centre. These are organisations that provide training to become a cycling Instructor and receive the 1 st4sport Level 2 award
RPL	Recognised Prior Learning. This is a fast-track training for cycling Instructors who hold an NSI qualification to receive the 1 st4sport Level 2 award in Instructing Cycle Training



## Instructors

A Bikeability instructor is a certified cycling teacher who provides safe and confident cycling training to children through the Bikeability scheme. They collaborate with schools, local authorities, and community groups to teach basic cycle handling skills and navigating roads and traffic safely.

Only registered and qualified Bikeability instructors are authorised to provide the training. It is essential that all instructors delivering the training have completed the required courses and hold a valid Bikeability Instructor qualification.

To work with Bikeability, instructors need to hold or prepare for the 1st4sport Level 2 Award in Instructing Cycle Training. NSI instructors can continue teaching Bikeability until they register for the 1st4sport award before 1 April 2024.

Instructors are required to meet the following criteria:

- Register with the Bikeability Trust
- Work for a registered Training Provider
- Completion of a DBS Check.
- Completion of the SEND and Safeguarding training.
- Hold a current first aid qualification.

## Qualifications and registrations with Bikeability

New instructors will need to register with a 1st4Sport [recognised delivery center](#) (RDC) and complete a [four-day practical course](#). Afterward, you must pass both online and practical assessments to become a provisional Instructor.

Once the instructor has completed their course they will receive a provisional status, this means they can deliver training **with a fully qualified Instructor**

## Instructors with existing National Standard Instructors (NSI) qualification

Existing National Standard Instructors (NSI) can work on the NSI qualification until April 1, 2024. To maintain their Bikeability instructor registration status after this date, instructors must register for Recognition of Prior Learning (RPL) route with a Recognised Delivery Centre to gain the Level 2 award. Registration should take place before April 1 2024, and instructors must achieve the award within 12 months following registration. The Bikeability Trust supports existing, active Bikeability instructors with £200 towards the costs of the final assessment.

NSI qualified Bikeability instructors should contact an RDC to discuss this option and register with the RDC when they are ready for assessment. NSIs can continue delivering Bikeability with their current NSI status for a registered Bikeability Training Provider before and during the time they engage with an RDC to achieve the Level 2 Award in Instructing Cycle Training.

More information on obtaining the 1st4sport Level 2 Award in Instructing Cycle Training can be found here: <https://professionals.bikeability.org.uk/Instructors/>



### **Communication and support from Bikeability**

The Bikeability Trust provides essential communication and support to all registered Bikeability instructors.

Please make sure all contact details are accurate and up to date and our **contactus@bikeability.org.uk** email address is on your system's allow list.

### **Newsletter**

The Trust's monthly newsletter is a key source of program updates and other important messages. All registered instructors receive this newsletter by email from the Bikeability Trust, unless they have opted out via Link unsubscribed through the newsletter. It's important that instructors keep their contact details up to date on Link to receive these communications.

***If you would like to opt into the newsletter, please refer to the ['Opt-in/out of Bikeability news'](#) Section***

### **Auto-emails**

Link also generates automated emails, such as reminders for annual renewal and password resets. These emails are sent from contactus@bikeability.org.uk and it's crucial that instructors receive them. This ensures that they have all the information they need to maintain their registration status and provide high-quality Bikeability training.

If you are not receiving any emails from the Trust, please try the following:

- Check that the email address on your Link profile is correct (not the one under 'Contact Details', if different).
- Check your spam/junk folder.
- Try a different browser ***Please be aware that Internet Explorer has been discontinued by Microsoft and is no longer compatible with Link. Please use Edge, Chrome, Firefox (all available as free downloads)***
- If you use Outlook, check your 'Other' folder for automated emails and move them to your 'Focused' folder to ensure future emails from contactus@bikeability.org.uk go there too.
- Make sure emails from contactus@bikeability.org.uk are on your email provider's 'allow/safe sender/white/approved sender list' by running a search for your email provider and following the instructions.
- If you have done all of the above and still do not receive a password reset email, contact contactus@bikeability.org.uk and include details of your operating system and browser.

### **Link Database**

The Link database contains essential information about the Instructors, such as their contact details, qualifications, and associated training providers.



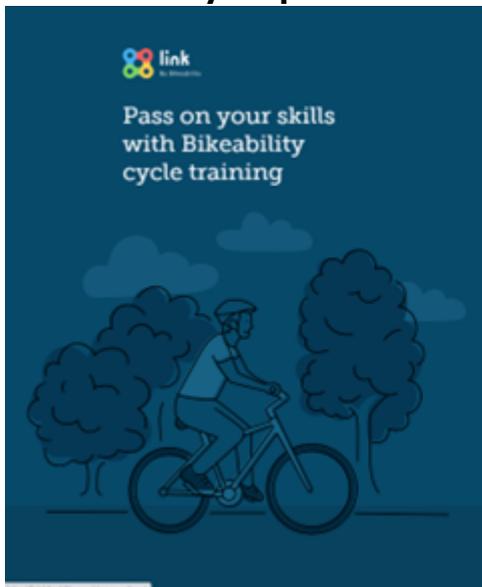
## How to access Link

Accessing Link requires Instructors to have a registered account and login credentials. To log in, instructors need to go to the Link website, which is accessible via the URL <https://link.bikeability.org.uk>. They will need to enter their registered email address and password to access their account.

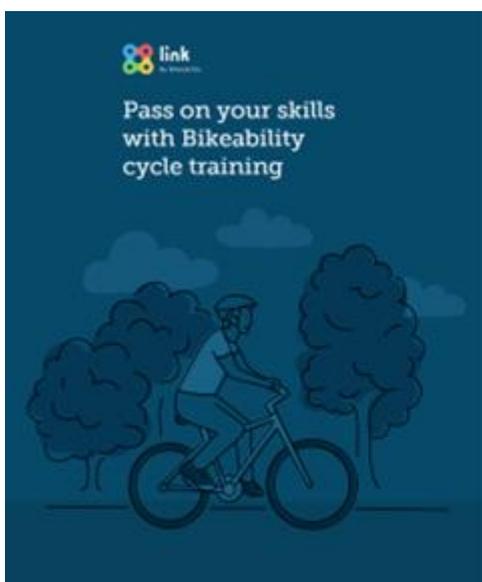
If you have forgotten your password, there is a link on the login page that allows you to reset your password.

**Please make sure to use a single email address for your Link account, preferably the email address you used to register with 1st4sports**

## How to reset your password

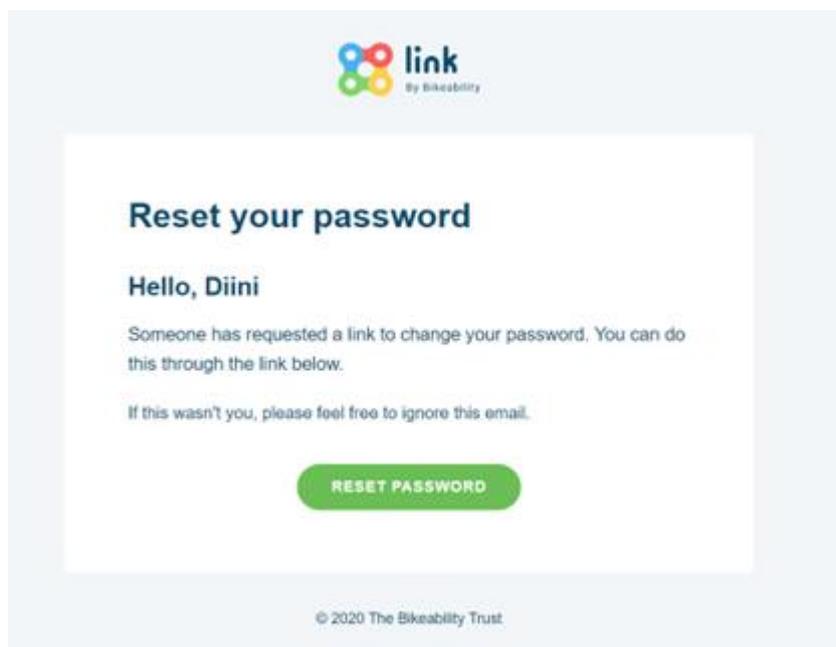


Please click 'Forgotten your password?'





Now enter your email address and click 'Reset password'. You will receive an email reset token.



Click 'Reset Password'



Email

New Password

Confirm New Password

[Cancel](#)

[CREATE PASSWORD](#)

[SIGN UP TO OUR NEWSLETTER](#)

Type in your new password and then press 'Create Password', once you have done this, please log into your Link account.



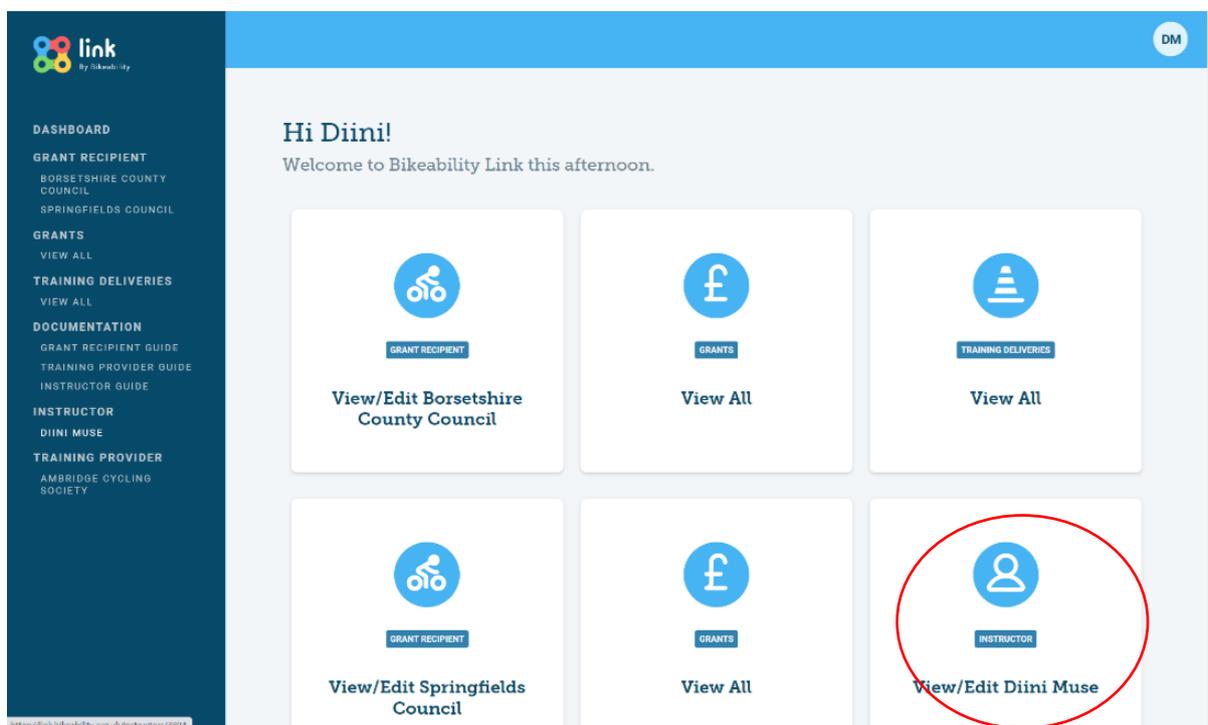
## SEND Training

You are required to complete a compulsory online SEND training course by April 2024. You can complete the course now by clicking on the link in your instructor profile. The training should only take 90 minutes to complete.

OK

Upon logging in you will receive the following pop up.

'You are required to complete a compulsory online SEND training course by April 2024. You can complete the course now by clicking on the link in your Instructor profile. The training should only take 90 minutes to complete.'



Once you have pressed 'Ok' you will see the landing page above. To access your Instructor details, you will need to click on 'View/Edit' under 'Instructors' tab on the screen.

***Please be note, you may not see all of the tab presented on the image above. The number of tabs you see is dependant on how you work with Bikeability.***



## Edit details

**link** By bikeability

DASHBOARD

GRANT RECIPIENT  
BORSETSHIRE COUNTY COUNCIL  
SPRINGFIELDS COUNCIL

GRANTS  
VIEW ALL

TRAINING DELIVERIES  
VIEW ALL

DOCUMENTATION  
GRANT RECIPIENT GUIDE  
TRAINING PROVIDER GUIDE  
INSTRUCTOR GUIDE

INSTRUCTOR  
DIINI MUSE

TRAINING PROVIDER  
AMBRIDGE CYCLING SOCIETY

DM

### Instructor details

Mr Diini Muse Instructor status: ● Active  
ID: 991997/NSI

**Options** ^  
Edit details

**Details** Associated Training Providers

As a registered instructor, your name and registration number will be made available to training providers for administrative purposes. No other details, like your address, email or telephone number will be shared. If you feel a training provider has associated yourself with them in error you can find their contact details in the Associated Training Providers tab.

**Contact Details** **Personal**

Address: 20 roadherbel, Age Range: 21-30

Above are your details as an Instructor. If you would like to edit these details, click 'options' and then click 'Edit details'

**link** By bikeability

DASHBOARD

GRANT RECIPIENT  
BORSETSHIRE COUNTY COUNCIL  
SPRINGFIELDS COUNCIL

GRANTS  
VIEW ALL

TRAINING DELIVERIES  
VIEW ALL

DOCUMENTATION  
GRANT RECIPIENT GUIDE  
TRAINING PROVIDER GUIDE  
INSTRUCTOR GUIDE

INSTRUCTOR  
DIINI MUSE

DM

### Edit Instructor

Mr Diini Muse Instructor status: ● Active  
ID: 991997/NSI

**Name & Address**

Title First Name Last Name  
Mr Diini Muse

Address Line 1 Address Line 2 City Postcode

You will be redirected to the following page; you have the ability to change the following:

- Name & Address
- Contact details
- Personal info (Age range, Gender and Ethnicity)
- Delivery statement (Are you delivering?)

UPDATE

To apply your changes, scroll down to the bottom of the page and click 'Update'



DIINI MUSE HAS BEEN UPDATED

You will receive confirmation via a green banner at the top of the page.

### Contact Details & Preferences

Email

Telephone

I would like to receive Bikeability-related news

### Personal

Age Range

Ethnicity

Gender

### Associated training provider

While instructors have access to information about the training providers they are associated with, only training providers are able to search for and link instructors who work for them.

If an instructor fails to submit a renewal on time they will receive an automated email notification informing them that their renewal is overdue. If an instructor does not renew, they will be deregistered and will not be able to deliver Bikeability training

To view your training provider, you will need to go to the Instructor tab and click on 'Associated Training Providers'

link  
By Bikeability

DASHBOARD  
GRANT RECIPIENT  
BORSETSHIRE COUNTY COUNCIL  
SPRINGFIELDS COUNCIL  
GRANTS  
VIEW ALL  
TRAINING DELIVERIES  
VIEW ALL  
DOCUMENTATION  
GRANT RECIPIENT GUIDE  
TRAINING PROVIDER GUIDE  
INSTRUCTOR GUIDE  
INSTRUCTOR  
DIINI MUSE  
TRAINING PROVIDER  
AMBRIDGE CYCLING SOCIETY

Diini Muse (991997/NSI)

### Instructor details

OPTIONS

Mr Diini Muse  
ID: 991997/NSI

Instructor status: ● Deregistered  
Deregistration Date: 3 Jan 2023  
Renewal status: Not currently in renewal

Details **Associated Training Providers** Documents

Training providers have the option to associate you with their organisation. If this information is incorrect, please contact the training provider directly and ask them to remove you from their list of associated instructors.

Status	ID	Name	Type	Telephone
<span style="color: red;">●</span> Deregistered	704606A	Ambridge Cycling Society	Independent Provider	01237tht 606082

Under instructor details click on the 'Associated Training Providers' Tab and you will see your registered training provider.

The training provider will associate you once you start delivering for them or are on their books. If you have stopped delivering for a training provider you will need to ask them to remove you from their profile.



## Renewals

Each year, it is necessary to renew your instructor profile on Link. This ensures that you can continue delivering Bikeability as a registered instructor and maintain the necessary qualifications and training.

### Why Renewals are Important:

- Safeguarding Bikeability riders: Renewing your profile helps us ensure that your safeguarding and first aid training, as well as qualifications, are up-to-date, protecting the safety of Bikeability riders.
- Eligibility for funding: To receive funding for any Active travel England funded Bikeability, it is crucial to be registered as an instructor with the Trust. Your employer will only be eligible for funding if you are a registered instructor.
- Securing future funding: Knowing the number of instructors delivering Bikeability is vital for securing future funding. This includes funding for instructor training bursaries and additional support.
- Conduct accountability: In the event of a conduct complaint, the Trust will refer to your registration record to address the issue appropriately.

### Renewal Process:

1. Reminder email: You will receive an automatic reminder email asking you to complete your renewal. This email serves as a prompt to initiate the renewal process.
2. Visibility for training providers: Your associated training providers can access your renewal status through Link. This allows them to stay informed about your renewal progress.
3. Deadline: It is important to complete your renewal by the specified deadline. Failure to do so will result in deregistration.
4. Need assistance? If you encounter any difficulties with the renewals process, please reach out to the Trust by sending an email to .

By renewing your instructor profile, you contribute to the ongoing success of Bikeability and ensure that you can continue delivering quality cycle training.

### How to view renewals



Please go to your 'Instructor details' page and scroll down 'Renewals'.

link  
by bikeability

DASHBOARD

GRANT RECIPIENT  
BORSETSHIRE COUNTY COUNCIL  
SPRINGFIELDS COUNCIL

GRANTS  
VIEW ALL

TRAINING DELIVERIES  
VIEW ALL

DOCUMENTATION  
GRANT RECIPIENT GUIDE  
TRAINING PROVIDER GUIDE  
INSTRUCTOR GUIDE

INSTRUCTOR  
DIINI MUSE

TRAINING PROVIDER  
AMBRIDGE CYCLING SOCIETY

Diini Muse (991997/NSI)

### Instructor details

OPTIONS

**Mr Diini Muse**  
ID: 991997/NSI

Instructor status: ● Deregistered  
Deregistration Date: 3 Jan 2023  
Renewal status: Not currently in renewal

Details Associated Training Providers Documents

Training providers have the option to associate you with their organisation. If this information is incorrect, please contact the training provider directly and ask them to remove you from their list of associated instructors.

Status	ID	Name	Type	Telephone	
<span style="color: red;">●</span> Deregistered	704606A	Ambridge Cycling Society	Independent Provider	01237htt: 606082	⋮

## Renewals

Status	Renewal Period	Overdue	Due Date	Updated	
<span style="background-color: #ccc; padding: 2px;">IN PROGRESS</span>	2023		1 Apr 2023	3 Jan 2023 @ 11:29	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">⋮</span> View Edit

[VIEW ALL RENEWALS](#)

Please click on the three dots on the right side of the page and scroll down to edit.



### Edit renewal (2023)

**Mr Diini Muse**  
ID: 991997/NSI

Instructor status: ● Active  
Renewal status: ● In progress  
Renewal due date: 1 Apr 2023

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#### Instructor Profile

Completing your registration renewal

Before completing your annual registration renewal, please ensure you have read the guidance here <https://www.bikeability.org.uk/for-instructors/instructor-renewals/> and action the following:

- Check all your contact details and qualifications are up to date
- Check that the training providers associated with you are correct
- Make sure you know the dates you completed your essential training and ensure they are no more than 3 years old

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#### Personal Information

Name : Diini Muse  
Address :

You will now be able to complete your registration renewal, but before completing this please ensure you have read the guidance [here](#) and action the following:

- Check all your contact details and qualifications are up to date
- Check that the training providers associated with you are correct
- Make sure you know the dates you completed your essential training and ensure they are no more than 3 years old

### Confirmation

Please confirm these details are correct



I confirm all contact details and information on my profile are up to date and all information in this registration renewal is accurate to the best of my knowledge.

SAVE PROGRESS

COMPLETE RENEWAL



Once you have completed the renewal process, double check your contact details and information are correct before completing your renewal.

### Uploading a document

To view your documents, you will need to go to the instructor tab and click on 'Uploading documents'



**Instructor details** OPTIONS

**Mr Diini Muse**  
ID: 991997/NSI

Instructor status: ● Deregistered  
Deregistration Date: 3 Jan 2023  
Renewal status: Not currently in renewal

[Details](#) [Associated Training Providers](#) [Documents](#)

It doesn't look like any documents have been uploaded so far.

## Essential Training

The 'Essential Training' section has the following:

- First Aid training
- Safeguarding training
- SEND training

You need to make sure you have completed the essential training before delivering Bikeability. To access the 'Essential Training', please head over to 'Instructor details' and scroll down.

### Essential Training

**First Aid Training**  
Date Completed: No Date Available

**Safeguarding Training**  
Date Completed: No Date Available

**SEND Training**  
Date Completed: No Date Available  
[GO TO SEND TRAINING](#)

**\*Please note: SEND course dates are updated on Link overnight once you have completed the online training.**

Please ensure you use a supported browser or you may experience problems with completing the course. These are Microsoft Edge, Chrome, Firefox & Safari

Please also download your course notes at the end of module 6 following the closing video. This marks the course complete and can be used as evidence should any issues arise

Thank you

You can update your 'First Aid Training' and 'Safeguarding Training' yourself, but the 'SEND Training' is done automatically after you have completed the module.



## Instructor details

**Mr Diini Muse**  
ID: 991997/NSI

Instructor status: ● Active  
Renewal status: ● In progress  
Renewal due date: 1 Apr 2023

**Options** ^  
Edit details  
View renewals

**Details** | Associated Training Providers | Documents

As a registered instructor, your name and registration number will be made available to training providers for administrative purposes. No other details, like your address, email or telephone number will be shared. If you feel a training provider has associated yourself with them in error you can find their contact details in the Associated Training Providers tab.

**Contact Details**  
Address: 20 roadherbet, london, n15 4pe  
Email: [muse.diini@gmail.com](mailto:muse.diini@gmail.com)  
Telephone: [07961285585](tel:07961285585)

**Personal**  
Age Range: 21-30  
Gender: Male  
Ethnicity: Black, African, Caribbean or Black British

**Milestones**  
Registration Date: 16 Nov 2022

I would like to receive Bikeability-related news

To update 'First Aid Training' and 'Safeguarding Training', please go to your 'Instructor details' Click on 'Options' then 'Edit details'

### Essential Training

First Aid Training Date:

Safeguarding Training Date:

SEND Training Date:

Calendar view for June 2023:  
SUN MON TUE WED THU FRI SAT  
28 29 30 31 1 2 3  
4 5 6 7 8 9 10  
11 12 13 14 15 16 17  
18 19 20 21 22 23 24  
25 26 27 28 29 30 1  
2 3 4 5 6 7 8

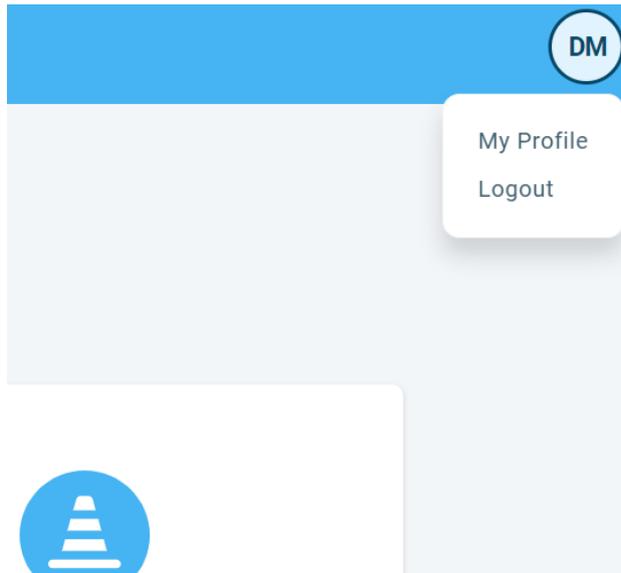
© 2023 The Bikeability Trust

You need to scroll down to 'Essential Training' and select the date you have completed your training.

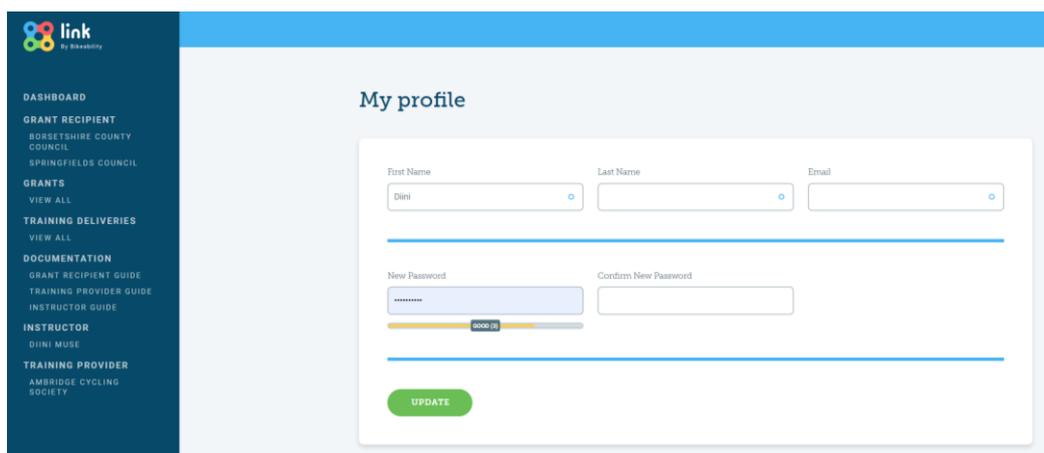
### Updating password, Name and/or Email

If you are currently having issues logging into Link, please reset your password. You can do so by clicking on the following link - <https://link.bikeability.org.uk/password/reset>

If you would like to change your password, you will need to go to 'My profile' this can be found at the top right of the page



Please click on your initials then 'My Profile'



You will be directed to the page above; this will allow you to make the necessary updates you require.

***Please note: This will not update your email address in the 'Contact Details' section of the 'Instructor details' page, you will have to manually update your details there too.***

## FAQ

### 1. Q: I want to change my email address. How would I do this?

- A: To change your email address, log into your account and navigate to your 'Instructor Details' page. You can make the necessary changes there. After changing your email, please email us at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk) to inform us of the change.



**2. Q: I want to update my Link qualification. How do I do this?**

- A: You cannot add a new qualification directly. Once you have completed your course with 1st4sport, they will send your updated information to Bikeability, and your Link qualification will be updated accordingly.

**3. Q: How can I reset my password?**

- A: On the login page, click on the 'Forgot Password' link. An email will be sent to your registered email address with instructions on how to reset your password.

**4. Q: What should I do if I can't log into my account?**

- A: If you're having trouble logging in, try resetting your password. If you're still unable to log in, please contact our support team at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk) for assistance.

**5. Q: I have a new certification. How do I add this to my profile?**

- A: You cannot add a new certification directly. Once you have obtained your new certification, the certifying body will send your updated information to Bikeability, and your profile will be updated accordingly.

**6. Q: How do I delete my account?**

- A: If you wish to delete your account, please contact our support team at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk) for assistance. We may ask for additional information to verify your identity before deleting your account.

**7. Q: My updated records aren't updating. What should I do?**

- A: If you notice that your updated records aren't reflecting in your profile, please contact us at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk). We will assist you in resolving this issue.

**8. Q: I completed a module and nothing has changed. What should I do?**

- A: After completing a module, updates to your profile are done on a weekly basis. If a week has passed and your profile still hasn't been updated, please contact us at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk) for assistance.

Please email us at [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk) if you have any additional questions.