



Link User guide – Training providers

The Link user guide for training providers is an essential source of information for all Bikeability Training providers. 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.

Version History

- Version 1 – Created 13th 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

- As a training provider organization, you are required to provide two complete sets of contact details, including email and phone numbers, to the relevant parties involved in the training program. These parties include the grant recipient organization and the instructors associated with the training program.
- You can access a tab that displays which grant recipient organizations are associated with your training provider organization and which instructors are associated with your organization. Additionally, certain information is shared between your account, the grant recipient's account, and the instructor's account, such as changes to registration statuses for all the above entities.
- You must ensure that your details and associations are up to date at all times.

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 https://link.bikeability.org.uk
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 1st4sport Level 2 award in Instructing Cycle Training
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Communication and support from Bikeability

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

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 training providers receive this newsletter by email from the Bikeability Trust, unless they have opted out via Link. It's important that instructors keep their contact details up-to-date on Link to receive these communications.

Link Database

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

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).

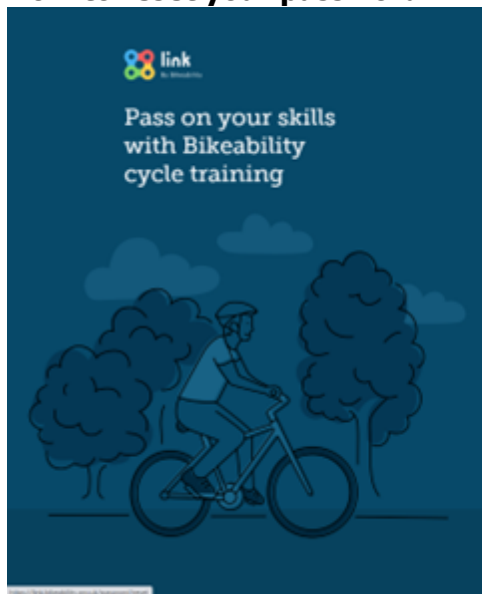
How to access Link

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

In the event that you have forgotten your password, there is a link on the login page that allows you to reset your password, please see below



How to reset your password



Email
wade.d@pilot.com

Password

[Sign in](#)

[Forgot your password?](#)

Please click 'Forgotten your password?'



Forgotten your password?

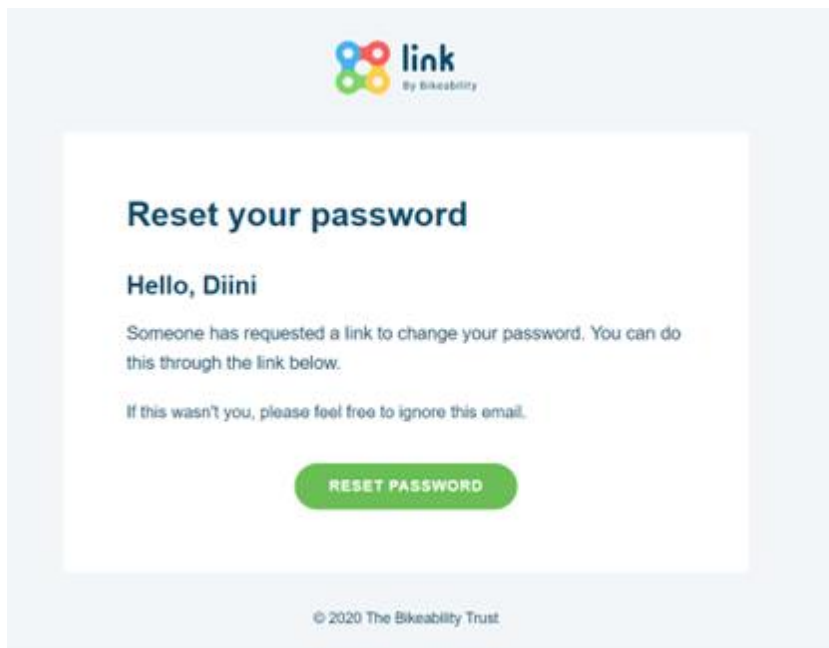
We'll send you a link to reset it.

Email

[Reset password](#)

[I've forgotten my email](#)

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

[Create Password](#)

[Go back to login screen](#)

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

Edit details

To make changes to your details click 'Edit details'



link By Bikeability

DM

Edit Training Provider

Ambridge Cycling Society
ID: 704606A

Training Provider status: ● Active
Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Simon Howarth
Diini Muse

Training Provider Details & Address

Training Provider Name:

Training Provider Type:

Address Line 1:

Address Line 2:

City:

Postcode:

Contact Details

Primary Email:

Accredited Levels

✓ Level 1 ✓ Level 2 ✓ Level 3

You will be redirected to the Edit Training Provider page, once you have made your changes... scroll down and click Update

AMBRIDGE CYCLING SOCIETY HAS BEEN UPDATED

You will receive confirmation at the top of the page via the green banner. Please return to 'Training Provider's details'

How to associate instructors

Training providers are obligated to register all Instructors who deliver Bikeability training on Link, a system that enables providers to manage their workforce and their qualifications, as well as to receive updates about changes to instructors' registration with Bikeability.

Associating instructors on Link is essential for providers to monitor the status of their instructors and ensure that they remain qualified and up-to-date with the latest Bikeability training standards. By keeping their records accurate and current, providers can maintain the quality of their training and contribute to the overall effectiveness of the Bikeability program.



Training Provider details

OPTIONS

Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active

Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details	Associated Instructors	Instructor Checks & Essential Training	Associated Grant Recipients	Documents	Contacts	Delivery Areas
---------	------------------------	--	-----------------------------	-----------	----------	----------------

You need to associate the instructors you use to deliver Bikeability training. This information will then be used by your grant recipient in order to accurately record each training delivery made by your training provider.

Displaying records 1-10.
Select **View All** to display more records.

Account Status	ID	Name	Qualifications	Qualifications Status	Renewal Status
● Active	991997/NSI	Diini Muse	L3ADCTI	N/A	In progress



+ ADD

VIEW ALL

To associate instructors, providers need to select the "Associated Instructors" tab and click on the green "+ ADD" button at the end of the bottom of the page.

Add Instructors

Instructors

Simon Howarth (891260/LC) | ✕

Please select

ASSOCIATE ALL

This action will redirect providers to a search box, where they can search for the desired instructor by name or by instructor number if known. Once the instructor has been located, providers can add them to their list of associated instructors.



ASSOCIATED INSTRUCTORS HAVE BEEN UPDATED

Related Link account(s):
Louise Sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details **Associated Instructors** Instructor Checks & Essential Training Associated Grant Recipients Documents Contacts Delivery Areas

You need to associate the instructors you use to deliver Bikeability training. This information will then be used by your grant recipient in order to accurately record each training delivery made by your training provider.

Displaying records 1-10.
Select View All to display more records.

Account Status	ID	Name	Qualifications	Qualifications Status	Renewal Status
Active	991997/NSI	Diini Muse	L3ADCTI	N/A	---
Active	891260/LC	Simon Howarth	L2AICTR NSIP	In Progress Complete	Approved

+ ADD VIEW ALL

The instructor has been successfully added.

Removing an associated instructor

Details **Associated Instructors** Instructor Checks & Essential Training Associated Grant Recipients Documents Contacts Delivery Areas

You need to associate the instructors you use to deliver Bikeability training. This information will then be used by your grant recipient in order to accurately record each training delivery made by your training provider.

Displaying records 1-10.
Select View All to display more records.

Account Status	ID	Name	Qualifications	Qualifications Status	Renewal Status
Active	991997/NSI	Diini Muse	L3ADCTI	N/A	---
Active	891260/LC	Simon Howarth	L2AICTR NSIP	In Progress Complete	Approved

+ ADD VIEW ALL

Click on the three dots on the far right of the instructor and scroll down to 'Remove'



Are you sure you want disassociate Simon Howarth from Ambridge Cycling Society?

You won't be able to reverse this action.

CANCEL

OK



Please press 'Ok' to confirm you changes.

Please note you are able to reverse this action but to do this you must associate the instructor again you cannot click undo or back.

SIMON HOWARTH IS NO LONGER ASSOCIATED WITH AMBRIDGE CYCLING SOCIETY

Training Provider details

OPTIONS ▾

Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active
Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details Associated Instructors Instructor Checks & Essential Training Associated Grant Recipients Documents Contacts Delivery Areas

You need to associate the instructors you use to deliver Bikeability training. This information will then be used by your grant recipient in order to accurately record each training delivery made by your training provider.

Displaying records 1-10.
Select **View All** to display more records.

Account Status	ID	Name	Qualifications	Qualifications Status	Renewal Status
● Active	991997/NSI	Diini Muse	L3ADCTI	N/A	---



You will now receive confirmation at the top of the page.

Instructor checks and essential training

By clicking on the 'Instructor checks & Essential Training' tab, you can view all your Instructors:

- First Aid training date
- Safeguarding training date
- SEND training date

Ambridge Cycling Society
ID: 704606A

Training Provider status: ● Active
Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details

Associated Instructors

Instructor Checks & Essential Training

Associated Grant Recipients

Documents

Contacts


Delivery Areas

Training Deliveries

Displaying records 1-10.
Select **View All** to display more records.

To sort data by Name or Dates, click on the column header click again to reverse the order

Account Status	ID	Name	DBS Certification/Update Service Check Date	First Aid Training Date	Safeguarding Training Date	SEND Training Date	
● Active	991997/NSI	Diini Muse	1 March 2023	Not Completed	Not Completed	Not Completed	⋮

 [VIEW ALL](#)

Please click on 'View all'



Instructor Checks and Essential Training

DBS Dates Essential Training

Displaying records 1-10.
Select **View All** to display more records.

By adding a date you are confirming that the DBS check has come back with no disclosures that impact the instructor's ability to deliver Bikeability training. For more information see [Bikeability Website](#).

Account Status	ID	Name	DBS Certification/Update Service Check Date
● Active	991997/NSI	Diini Muse	<input type="text" value="1 Mar 2023"/>

UPDATE

You can now update the date for the DBS certificates by entering a date in the box and clicking update.

The instructors enter the dates for the essential training. Training providers cannot do this themselves.

Associated grant recipients

By clicking on the 'Associated Grant Recipients' tab you will see all your grant recipients.



Training Provider details

OPTIONS ▾

Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active

Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details	Associated Instructors	Instructor Checks & Essential Training	Associated Grant Recipients	Documents	Contacts	Delivery Areas	Training Deliveries
Status	ID	Name					
● Active	200	Borsetshire County Council					
● Active	000251	Springfields Council					

Documents

To add a document, please go to the 'Documents' tab.

Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active

Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details	Associated Instructors	Instructor Checks & Essential Training	Associated Grant Recipients	Documents	Contacts	Delivery Areas	Training Deliveries
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Current Insurance Expiry

10 Nov 2022

UPDATE



Insurance

Reference: 2021 Insurance

Uploaded: 4 Aug 2021

Delete



+ UPLOAD

Please click 'Upload' to add any relevant documents



Upload Document

STEP 1: CHOOSE A DOCUMENT

PDF, DOC, DOCX, XLS, TXT, RTF, JPG, BMP, PNG only.
Max 4mb.

Step 2: Add a reference

Step 3: Choose a document type

Please select

Please select

Equal Opportunities & Diversity Policy

Health & Safety Policy

Training Sites & Routes Risk Assessment Form

Emergency Procedures

Incident Report Form

Safeguarding Policy

Complaints Policy

Insurance

IQA checks and procedures

Instructors Code of Conduct

Generic Risk Assessment

Other

Step 1. Choose a document to upload

Step 2. Add a reference (the document name)

Step 3. Choose the document type

Step 4. Click 'Update' to upload the document

Contacts

To add Contacts, please scroll to the 'Contact' tab.



Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active
Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details	Associated Instructors	Instructor Checks & Essential Training	Associated Grant Recipients	Documents	Contacts	Delivery Areas	Training Deliveries
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Contacts are people of importance within this organisation, but they may not necessarily be Bikeability Link account holders, nor have direct access to this record. Their contact details will not be used for any automated communications from Bikeability Link.

Name & Email	Job Title
Diini Diini Diini@hotmail.com	

ADD CONTACT

Click 'Add Contact'

Create new contact

Contact Details

First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
Job Title	Primary Telephone	Secondary Telephone
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ This person is a lead contact.

CREATE

Fill out the above details. If you are the lead contact, please tick the following box 'This person is a lead contact'.

Now click 'Create'.



Delete a contact

To remove a contact, click on the three dots on the right side of the page, then scroll down to 'Delete'.

Are you sure you want to delete Diini Diini?

You won't be able to reverse this action.



You will see the following pop-up, if you want to go ahead with removing the contact, press 'Ok'.

Delivery areas

To view your delivery area, scroll to the 'Delivery Areas' tab



Ambridge Cycling Society

ID: 704606A

Training Provider status: ● Active

Renewal status: Not currently in renewal

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Details	Associated Instructors	Instructor Checks & Essential Training	Associated Grant Recipients	Documents	Contacts	Delivery Areas	Training Deliveries
LA Area		Postcode District					
Lancashire	BB5				<div>Delivery</div>	<div>Legacy</div>	<input type="checkbox"/>
Rotherham	S25				<div>Delivery</div>	<div>Legacy</div>	<input type="checkbox"/>
Rotherham	S60				<div>Delivery</div>	<div>Legacy</div>	<input type="checkbox"/>
Rotherham	S62				<div>Delivery</div>	<div>Legacy</div>	<input type="checkbox"/>
REMOVE SELECTED							

Here, you can see a list of all the places in which you are delivering or have delivered, based on your legacy data. If you would like to add additional delivery areas, please send an email to contactus@bikeability.org.uk

Remove a selected delivery area

To remove the delivery area, please select the one you would like to delete and press 'Remove Selected'

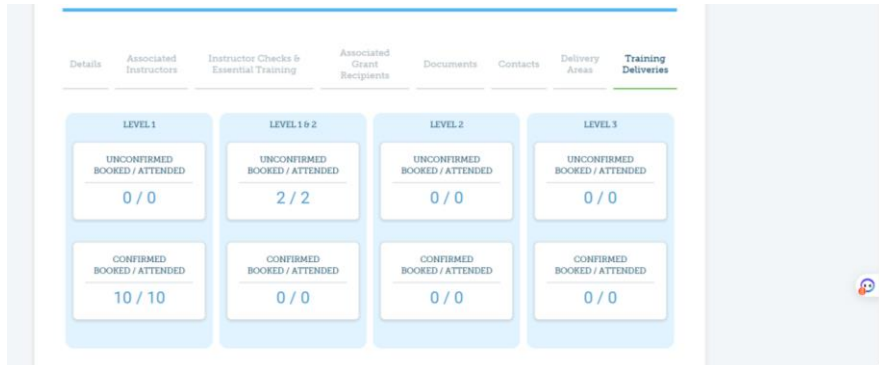


You will see the following pop up appear, if you would like to go ahead and delete the selected, press 'Ok'



Training deliveries

To view your training deliveries, please go to the 'Training Deliveries' tab



You can see all the training deliveries that have been booked or attended. Scroll down to see training deliveries by school or postcode.

RESET FILTERS

Filter Financial Year
2023

Delivery Date	School/Postcode	Grant Recipient	Module	Booked Value	Attended Value	Delivery Input by GR/TP	Confirmed
All	All	All	All			All	All
1 April 2023	B46 3EG	Springfields Council	Level 1	10	10	N/K	✓
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K	
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K	✓
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K	✓
1 May 2023	Accrington St Mary Magdalen's Church of England Primary School	Springfields Council	Level 1 & 2	2	2	TP	

RESET FILTERS

View
Edit
Delete

You can add filters and search by year. To get a more in dept view of a training delivery within a school please click on the three dots then view.



Delivery Details

Grant

Number: 2023/999999
Label: Springfields Test 23/24
Period: 2023/2024

Grant Recipient

Name: Springfields Council
ID: 000251

Delivery Details

Start Date: 1 May 2023
End Date: 1 May 2023
Delivery Location: Accrington St Mary Magdalens Church of England Primary School

Instructors Present

[Dini Muse](#)

Training Events

Level 1 & 2

BOOKED	ATTENDED	YEAR GROUP	SEND	PUPIL PREMIUM
2	2	Other	0	0

Now you can see all of the delivery details.

Edit details

RESET FILTERS

Filter Financial Year
2023

Delivery Date	School/Postcode	Grant Recipient	Module	Booked Value	Attended Value	Delivery Input by GR/TP	Confirmed	
All	All	All	All			All	All	
1 April 2023	B46 3EG	Springfields Council	Level 1	10	10	N/K	✓	⋮
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K		⋮
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K	✓	⋮
1 April 2023	B46 3EG	Springfields Council	Plus: Family	0	0	N/K	✓	⋮
1 May 2023	Accrington St Mary Magdalens Church of England Primary School	Springfields Council	Level 1 & 2	2	2	TP		<div>View Edit Delete</div>

RESET FILTERS

To edit details, click on the three dots and then click edit.



Edit training delivery

Delivery Details

Applicable Grant

Springfields Test 23/24 (2023 - #2023/999999) x

Delivery School

Accrington St Mary Magdalen's Church of England Primary School, Accrington (119446) x

Please use a URN for quickest results or type at least 4 LETTERS of the school name.

Was this delivered somewhere other than a school?

☐ Yes

☒ No

Delivery Training Provider

Ambridge Cycling Society (704606A) v

Instructors Present

Diini Muse (991997/NSI) x

Please select a training provider first

Delivery Start Date

1 May 2023

Delivery End Date

1 May 2023

Additional Local Funding (£)

0

If delivery was paid in part locally.

Notes

Any observations or notes about this delivery

You can make the necessary changes here, once you have done this scroll down to the bottom of the page and click update.

Renewals

Renewals take place annually, with the renewal window open each year from 1 April to 1 June. Each year, you are required to renew your training provider profile on Link. This allows you to review and update the documents and processes you have in place, in accordance with the requirements of the Department for Transport.

An automatic reminder email will be sent to you, prompting you to complete your renewal. To avoid deregistration, it's important to complete the renewal by the deadline. If you encounter any difficulties with the renewals process, please don't hesitate to contact the Trust.

To view your renewals, you will need to go to the 'Training Provider details' page



Training Provider details

Ambridge Cycling Society
ID: 704606A

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Training Provider status: ● Active
Renewal status: Not currently in renewal

Options
Edit details
View renewals
Buy materials

Details Associated Instructors Instructor Checks & Essential Training Associated Grant Recipients Documents Contacts Delivery Areas Training Deliveries

Contact Details

Type: Independent Provider
Address: Main Road, Ambridge, BC1 3ER
Primary Email: contactus@bikeability.org.uk
Secondary Email: alison@bikeabilitytrust.org.uk

Accredited Levels

✓ Level 1 ✓ Level 2 ✓ Level 3

Accredited Plus Modules

✓ Balance ✗ Bus ✗ Fix ✗ Learn

On the right-hand side of the page click on 'Options' and scroll down to 'View renewals'

Training Provider Renewals

Ambridge Cycling Society
ID: 704606A

Related Link account(s):
louise sanders
Joanne Metcalfe
Josie Walker
Diini Muse
Simon Howarth

Training Provider status: ● Active
Renewal status: Not currently in renewal

Status	Renewal Period	Overdue	Insurance Expiry Date	Due Date	Updated
FAILED	2022	True	2022-11-10	6 Apr 2022	9 Aug 2022 @ 10:33
IN PROGRESS	2023		2022-11-10	6 Apr 2023	24 Mar 2023 @ 09:45

Completing renewals

With all necessary information readily available, the renewal process should take no more than an hour to finish. You can accomplish this by following these steps:

1. Sign into your Link user profile and navigate to the training provider section
2. Choose 'options', then 'view renewals', or simply scroll to the bottom of the page
3. The renewal process is divided into nine brief sections
4. You are not required to finish all at once; you can click 'save progress' at the bottom of the page and return to it later
5. To finalize your renewal, enter your name and click 'complete renewal'



To prepare for your renewal, you can gather necessary data from the previous fiscal year in advance. For a successful renewal, you will need:

1. Information on individuals with access to your Link profile
2. Information on your instructors, including their DBS certification dates
3. Information on the number of non-grant-funded Bikeability spots you've provided
4. Current versions of the necessary documents
5. Information on any Stage 1 complaints you've received, including complaint themes
6. Information on any serious or safeguarding incidents
7. An updated Internal Quality Assurance plan
8. For further guidance, click on the sections below

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 training providers 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.

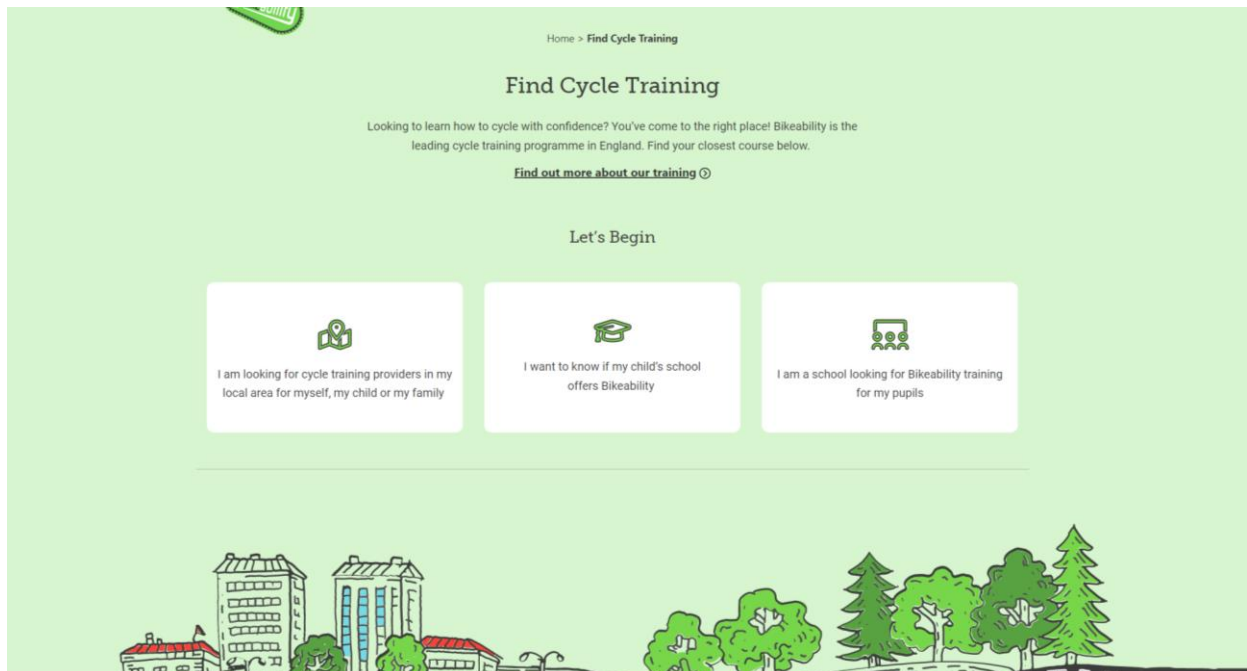
Further information

You can find more information about training providers by clicking [here](#).

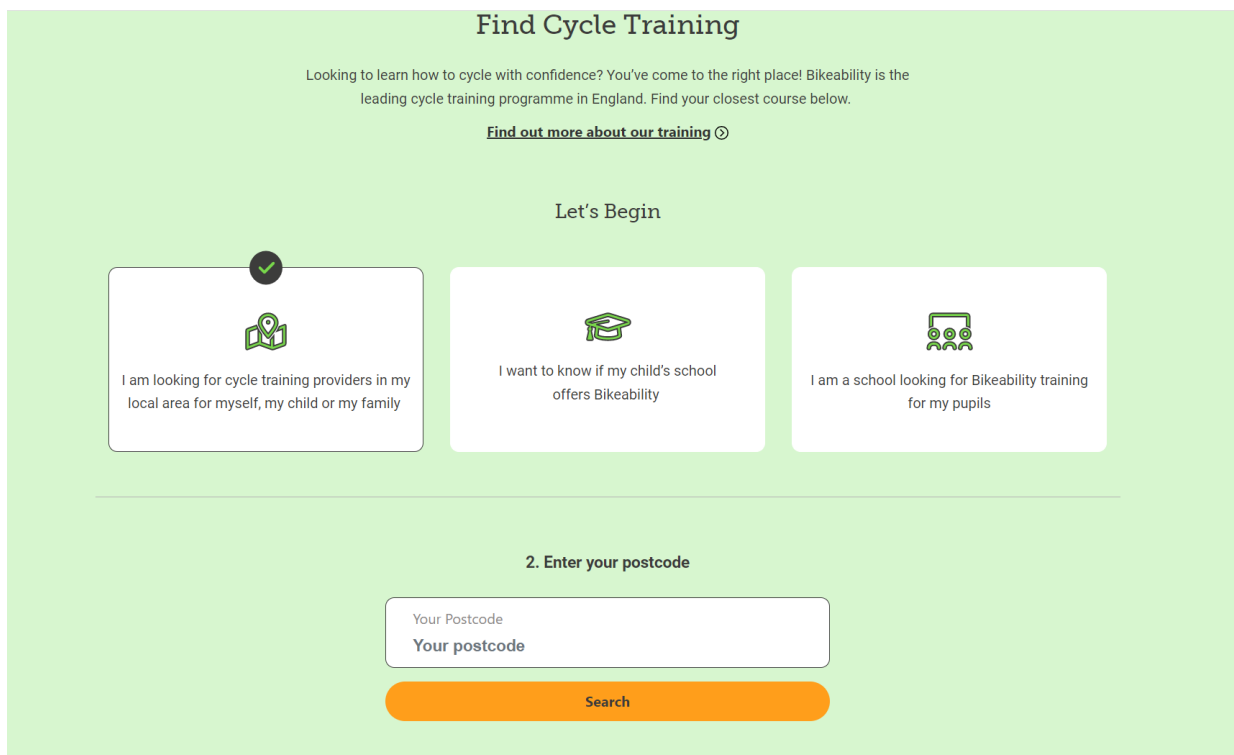
Find a course tool

The course information listed on the tool is a combination of data from grant-funded providers and historic data for non-grant-funded providers. If you are a new training provider, would like to update your information, or update your delivery area, we invite you to reach out to us via email at contactus@bikeability.org.uk.

Please click [here](#) to access the Find a course tool, also known as 'Find Cycle Training'.



You will be directed to the following page, please click on 'I am looking for cycle training providers in my local area for myself, my child or my family'



The next step is to type in your Postcode



These registered Bikeability providers have said they deliver Bikeability training in your area and fit with your requirements, either through scheduled courses or in response to individual requests. Most courses are fully funded by the Department for Transport. Please contact the training provider to find out more.

N1

Camden Council

Bikeability Levels:

- ✓ Level 1
- ✓ Level 2
- ✓ Level 3

[Visit Website](#) [0000](#)


Cycle Confident

Bikeability Levels:

- ✓ Level 1
- ✓ Level 2
- ✓ Level 3

Bikeability Plus Modules:

- ✓ Plus Balance
- ✓ Plus Bus
- ✓ Plus Fix
- ✓ Plus Learn
- ✓ Plus Ride
- ✓ Plus Transition



Bikeability Levels Explained

1 Level 1

Level 1 takes place off-road, normally on the school playground. This course teaches you how to prepare for a ride, control your cycle, and pedal with confidence.

2 Level 2

3 Level 3

Bikeability Modules Explained

✓ Plus Balance

Prepare for Level 1

Generally aimed at 4 – 7 year olds

Develop cycle handling and awareness skills

After you click the 'Search' button, a list of the nearest training providers will appear.

Please email us at contactus@bikeability.org.uk if you have any additional questions.