



# The Bikeability Trust training provider application guide

## How do I register?

Read this guide thoroughly before beginning the application process

Complete an online application form ([The Bikeability Trust training provider application form \(office.com\)](#))

Write all required policies and associated documents.

To use our Model Policies click here ([Required Documents — For Training Providers | Bikeability](#)) or see below links to each model policy/document

If you want to write your own documents then you can find guidance on requirements within this document.

Email your completed policies and documents to [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk)

- 1) Equal Opportunities and Diversity Policy
- 2) Complaints Policy
- 3) Safeguarding Policy
- 4) Health and Safety Policy
- 5) Emergency Procedures
- 6) Incident Report Form
- 7) Training Sites and Routes Risk Assessment
- 8) Instructors' Code of Practice
- 9) Insurance Quote or Certificate
- 10) Internal quality assurance checks and procedures

Bikeability staff will review and respond to your application within 10 working days



**To comply with the terms and conditions for training providers set by the Department for Transport (DfT), training providers are required to have the following policies in place:**

<b>1. <u>Equal Opportunities and Diversity Policy</u></b>	
<b>Model Policy/Webpage:</b> <a href="#">Equal opportunities and diversity - Equality for all   Bikeability</a>	
<b>Requirements of policy / document</b>	
<b>1</b>	Must state 'This policy complies with current legislation'
<b>2</b>	Must state 'The policy covers staff, all instructors and riders'
<b>3</b>	Must state 'The organisation gives equal access to opportunities and employment'
<b>4</b>	Must state 'The policy covers all aspects of discrimination and the nine protected characteristics'
<b>5</b>	<p><b>Under 'General Procedures' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state 'The organisation makes all instructors and staff aware of the policy.'</li> <li>• Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.</li> </ul>
<b>6</b>	<p><b>Under 'Allegations of discrimination' subheading:</b></p> <p>Write down the procedures for how your organisation deals with allegations of discrimination from staff/service users.</p>



## 2. **Complaints Policy**

**Model Policy/Webpage:** [Complaints - Complaints are very useful! | Bikeability](#)

### **Requirements of policy / document**

- |          |   |
|----------|---|
| <b>1</b> | Must state the organisation's contact details, at least two out of postal address and phone number and email.   |
| <b>2</b> | <b>Under 'General procedures' subheading:</b> <ul style="list-style-type: none"><li>• Must state 'The organisation makes all instructors and staff aware of the policy.'</li><li>• Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.</li></ul>   |
| <b>3</b> | <b>Under 'Procedures for making a complaint' subheading:</b> <ul style="list-style-type: none"><li>• Write down the procedures for how people can make an official complaint.</li><li>• Write down your organisation's maximum response time.</li><li>• Write down the procedures for how your organisation responds to a formal complaint including:<ul style="list-style-type: none"><li>- Stage 1: the complaint is investigated by the training provider/grant recipient</li><li>- Stage 2: if the complainant is not satisfied with the training provider / grant recipient's response, the complaint is referred to the Bikeability Trust</li></ul></li></ul> |
| <b>4</b> | <b>Under 'Reporting of complaints' subheading:</b> <ul style="list-style-type: none"><li>• Must state 'The organisation reports all formal complaints to the grant recipient.'</li><li>• Must state that 'The organisation reports all complaints received in annual renewal process'</li></ul>   |



### 3. Safeguarding Policy

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

**Model Policy/Webpage:** [Safeguarding - For Training Providers | Bikeability](#)

#### Requirements of policy / document

<b>1</b>	Must state the name and contact details of the Safeguarding Lead
<b>2</b>	Must state that 'this policy complies with current statutory guidance.'
<b>3</b>	Must state that 'this policy covers all children and vulnerable adults who take part in training.'
<b>4</b>	<p><b>Under 'General Procedures' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state 'The organisation makes all instructors and staff aware of the policy.'</li> <li>• Must write down the procedures for how your organisation monitors that the policy is used by staff and instructors.</li> <li>• Must state 'The organisation reviews the policy and practise at least every year, with every change in legislation and after each incident.'</li> </ul>
<b>5</b>	<p><b>Under 'Allegations of significant harm done towards a child or vulnerable adult by an instructor/staff' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state that 'The 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.'</li> <li>• Significant harm is defined here <a href="#">RSI guidance what to do if something goes wrong</a></li> </ul>
<b>6</b>	<p><b>Under 'Recruitment and Management of Instructors, Staff, and the Safeguarding Officer' subheading:</b></p>



	<ul style="list-style-type: none"> <li>• Must state that 'The organisation recruits all instructors and staff in accordance with safer recruitment policies and procedures'</li> <li>• 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 <a href="#">National Society for the Prevention of Cruelty to Children website.</a></li> <li>• Must state that '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.'</li> <li>• Must state that 'The organisation makes sure all instructors receive safeguarding training at least every three years and keeps a register about this.'</li> <li>• Must state that 'The organisation makes sure the named safeguarding lead has safeguarding training no older than two years and keeps a register about this.'</li> </ul>
<p><b>7</b></p>	<p><b>Under 'Parental Consent and Booking Forms for vulnerable adults' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state that 'The 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.'</li> <li>• Must state that 'The organisation collects parental consent forms for each child rider and a booking form for each vulnerable adult.'</li> <li>• Must state that 'The organisation shares the parental consent forms, medical conditions and special educational needs of children and vulnerable adults with the instructors.'</li> </ul>
<p><b>8</b></p>	<p><b>Under 'Regulations for school-based training' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state 'The organisation gives instructors a safeguarding contact for every school at which they deliver.'</li> </ul>
<p><b>9</b></p>	<p><b>Under 'Regulations for 1:1 training' subheading:</b> (where applicable. See Bikeability Delivery Guide)</p>



	<ul style="list-style-type: none"><li>• Must state that 'The organisation encourages parents/carers to attend the training if they prefer'</li><li>• Must state that 'The organisation communicates the location of the training to all parties;</li><li>• Training takes place in a public, open space, and never in an environment such as behind a closed door.'</li></ul>
<b>10</b>	<b>Under 'Welfare Concerns and Disclosures of Abuse' subheading:</b> <ul style="list-style-type: none"><li>• Write down the procedures for what instructors should do if a child or vulnerable adult makes a disclosure of abuse.</li><li>• 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.</li></ul>



#### **4. Health and Safety Policy**

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.

**Model Policy/Webpage:** [Health and safety - For Training Providers | Bikeability](#)

More guidance on your legal requirements can be found on the Health and Safety Executive website here [Guidance on health and safety for all workplaces - HSE](#)

#### **Requirements of policy / document**

- |          |   |
|----------|---|
| <b>1</b> | <ul style="list-style-type: none"> <li>• Must have the name and contact details of the Health and Safety Lead</li> <li>• Must state 'This policy complies with current legislation [name of legislation].'</li> <li>• Must state 'The policy covers staff, all instructors, and riders.'</li> </ul>   |
| <b>2</b> | <p><b>Under 'General procedures' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state 'The organisation makes all instructors and staff aware of this policy.'</li> <li>• Must state 'The organisation makes all instructors aware of the Emergency Procedures, Incident Report Forms, Sites and Routes Risk Assessment Forms and the Generic Risk Assessment.'</li> <li>• Must write down the procedures for how your organisation monitors that the policy is used by staff and instructors.</li> <li>• Must state 'The organisation reviews this policy, the emergency procedures and related risk assessments at least every year, with every change in legislation and after each incident.'</li> </ul> |
| <b>3</b> | <p><b>Under 'Reporting of incidents' subheading:</b></p> <ul style="list-style-type: none"> <li>• Must state 'The organisation reports all health and safety incidents, accidents and near misses to the Grant recipient.'</li> <li>• Must state 'The organisation reports all serious health and safety incidents to the Bikeability Trust.'</li> </ul>  |



	<ul style="list-style-type: none"><li>• A serious incident is defined as an incident that meets the definition of <a href="#">Charity Commission Serious Incident Reporting Examples</a>.</li></ul>
<b>4</b>	<p><b>Procedures for risk mitigation and management</b></p> <ul style="list-style-type: none"><li>• All instructors to hold appropriate First Aid qualifications, no older than three years.</li><li>• Must state 'The organisation formally observes every instructor at least once a year and mentors them.'</li><li>• Must state 'The organisation makes appropriate risk assessments for all activities.'</li><li>• Must state 'Instructors must conduct a Training Sites and Routes Risk Assessment before each training, update the form and sign it.'</li><li>• Must state 'Instructors must follow the Bikeability Delivery Guide and Bikeability Plus Delivery Guide.'</li><li>• Must state 'Instructors have to follow '[Name of organisation's] Emergency procedures.'</li></ul>





## 5. Emergency Procedures

**Model Policy/Webpage:** [Health and safety - For Training Providers | Bikeability](#)

### Requirements of policy / document

- |          |   |
|----------|---|
| <b>1</b> | <p>These points need to be in your procedures:</p> <ul style="list-style-type: none"><li>• Clear, simple instructions for instructors to follow in the event of <u>serious incidents, major injuries and accidents</u> to riders, instructors or members of the public</li><li>• Clear, simple instructions for instructors to follow in the event of <u>minor incidents, minor injuries and accidents and near misses</u> to riders, instructors or members of the public.</li><li>• Clear, simple instructions for instructors to follow <u>where no injury occurs</u></li></ul>  |
| <b>2</b> | <p>Policy must state:</p> <ul style="list-style-type: none"><li>• At the time of an incident instructors have to take all contact information of involved parties as detailed on the Incident Report Form.</li><li>• Instructors have to complete the Incident Report Form within 24 hrs of the incident occurring, this includes serious and minor incidents, accidents injuries and near misses and submit it to the Health and Safety Officer at the Organisation. All incidents, including minor and near misses must be reported to the training provider at the soonest opportunity.</li><li>• The instructor and/or the Health and Safety Officer at the Organisation report all incidents involving motor vehicles to the police within 24 hrs of the incident occurring.</li></ul> |



## **6. Incident Report form**

**Model Policy/Webpage:** [Health and safety - For Training Providers | Bikeability](#)

### **Requirements of policy / document**

- |          |  |
|----------|--|
| <b>1</b> | <ul style="list-style-type: none"><li>• These points need to be in your form:<ul style="list-style-type: none"><li>• Names and contact details of those involved in the incident, which are<ul style="list-style-type: none"><li>- person injured</li><li>- witnesses</li><li>- drivers</li><li>- instructors</li></ul></li><li>• Registration number, make, type and colour of vehicle</li><li>• Driver's insurance details</li><li>• Date, time and location of incident</li><li>• Descriptions of the environment and weather</li><li>• Record of what happened, including descriptions of any injuries and damages to property</li><li>• Record of actions taken at the time, including description of first aid/medical attention given/required</li><li>• Record of actions taken immediately following the incident</li></ul></li></ul> |
|----------|--|



## 7. **Generic Risk Assessment for Cycle Training**

**Model Document/Webpage:** [Health and safety - For Training Providers | Bikeability](#)

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

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

### **Requirements of policy / document**

- |   |   |
|---|---|
| 1 | <ul style="list-style-type: none"><li>• These points need to be prompted for in your form:</li><li>• Instructors must check the appropriate risk assessment before each session and sign.</li><li>• Date and location</li><li>• Name and signature of instructor(s)</li><li>• Assessment of all risks at a specific location. Leave space for newly identified risks.</li><li>• You should include space for a map or diagram.</li><li>• Control measures for each risk</li></ul> |
|---|---|



## **9. Employers' Liability Insurance\*, and Public Liability Insurance or a register of instructors' Self-Employed Insurance certificates**

Your insurance needs to cover operating your organisation and the risks associated with cycle training at an appropriate level. This means in detail:

### **Requirements of policy / document**

<b>1</b>	All training providers* need to hold Employers' Liability (which also covers volunteers and office staff) Training providers must hold this insurance independent of their instructors' contractual situation.
<b>2</b>	In addition, training providers either <ul style="list-style-type: none"><li>• need to hold Public Liability Insurance OR</li><li>• need to check each instructor holds valid Self-Employed Insurance (liability and possibly additional indemnity) at an appropriate level</li></ul> In this case, the training provider needs to keep a register and check annually that all instructors still hold valid Self-employed insurance at an appropriate level.
<b>3</b>	All insurances need to be renewed every year
<b>4</b>	You may want to use an <a href="#">insurance broker</a> to help you buy insurance. Some organisations such as British Cycling, Cycling UK and Butterworth Spengler provide specialist insurance
<b>5</b>	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.



## **10. Internal quality assurance checks and procedures**

**Model IQA checks and procedures document: this is being updated and will be here <https://www.bikeability.org.uk/for-training-providers/internal-quality-assurance-checks-and-procedures/>**

**Website:** [Internal Quality Assurance Checks and Procedures | Bikeability](#)

### **Requirements of policy / document**

It is important to review your documentation and processes. This will help you improve as a training provider. You need to have a document outlining which checks and procedures you follow to assure your quality.

Your IQA checks and procedures would include doing the following:

- observing instructors
- reviewing notes from observations
- checking all policies and procedures
- learning from complaints and incidents
- reviewing notes from CPD and team meetings
- checking course bookings and achievement against grant allocation
- instructor recruitment and retention
- all instructor requirements

There also needs to be a commitment to take all the information learnt from the above and feed it into an action plan to drive improvement. Model self assessment and action plan guidance can be used.

## **10. Instructors' Code of Practice**

**Model Policy:** [Code-of-Practice-for-Bikeability-Instructors-Guidance.docx \(live.com\)](#)

**Website:** [Code of Practice - For Training Providers | Bikeability](#)