



# Instructor Onboarding Pack

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## Overview Video

Please watch this video first to help you familiarise yourself with the look and feel of the platform and then read the rest of the guide below to better understand the new Bikeability Instructor App functionality.

**Video: [Instructor App Overview](#)**

This overview provides a comprehensive understanding of the Instructor App's functionality and navigation. Learn how to efficiently navigate the app and explore its various features and capabilities.

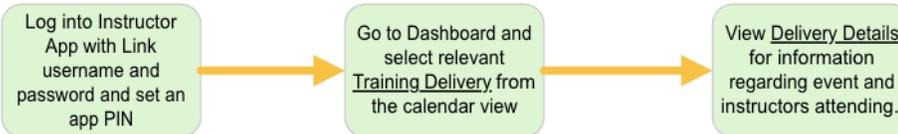


## End to end process overview

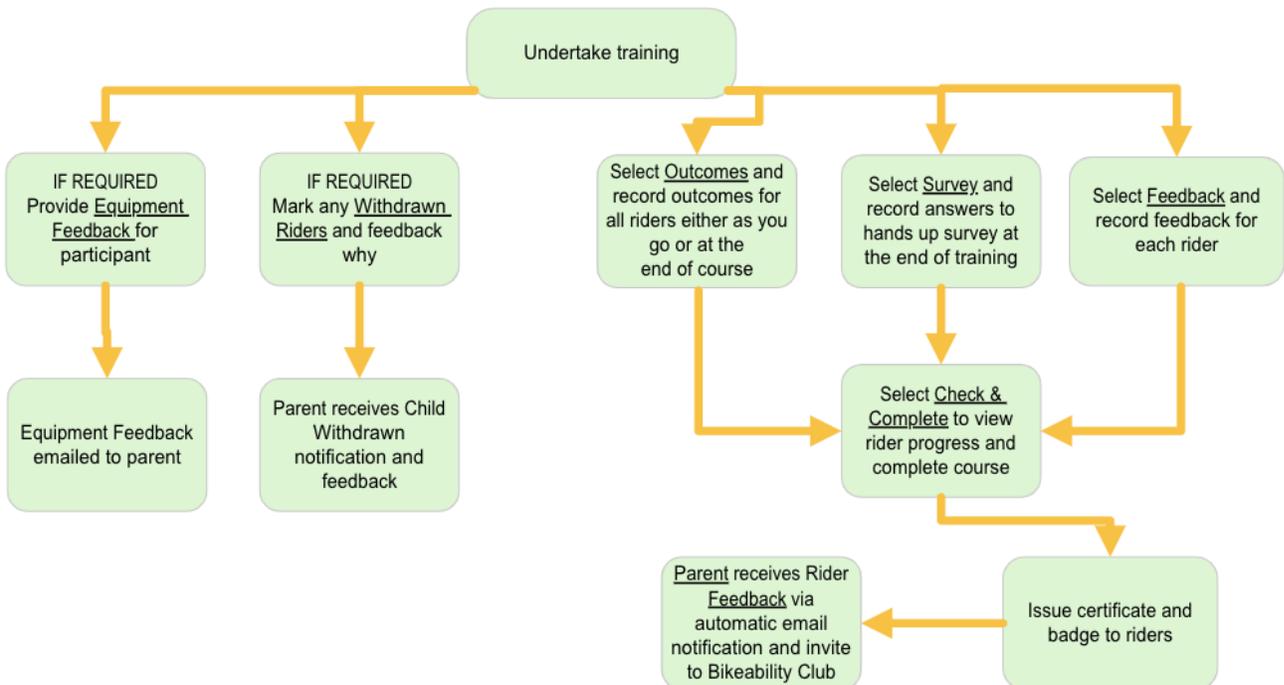
### Before course starts

Instructor allocated to work Bikeability course (via own system)

### Before you arrive



### When you arrive





# Instructor App User Guide

## Introduction

The Instructor App is designed for instructors to access rider information and to record rider outcomes, provide feedback and collect post course feedback from riders. The Instructor App stores course and rider information on your mobile device in an encrypted text format and when you mark a course as complete, all of the information is sent back to The Bikeability Trust Link server.

**Please note** that any information recorded on the App is only saved locally on your device and then pushed to the Bikeability server once completed. You won't be able to download the information or continue your feedback half-way through on another device.

### How the Bikeability App manages data

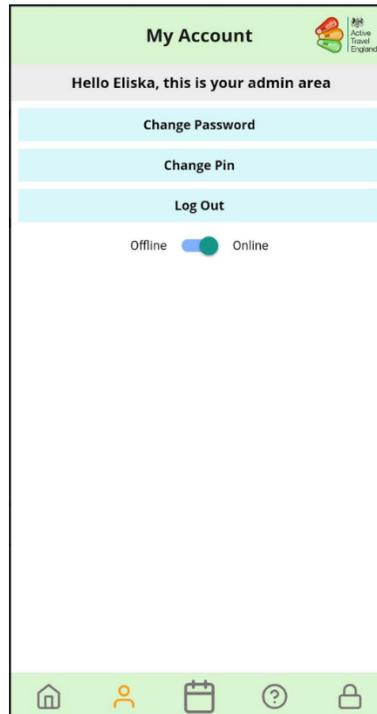
The app is designed to download all available data at the time of your first login so that you can obtain the information you need to work with. During the day the app will then push back data whenever you record any outcomes, feedback or survey answers and when you mark the course complete. The app will not automatically refresh the data on your device after that first login. If for example you are aware that an additional consent has been added and you want to refresh the data manually, return to the home screen and hit the 'Refresh Data' icon. In the eventuality that you might not have a steady internet connection to refresh data throughout the day, then you may have to use a paper route to record outcomes and enter the information into the App later, when signal is restored.

The App will refresh data if you lock the app with a PIN and then log back in again. If your mobile signal is poor, then this may impact performance, may prevent re-login or loss of data. To counter this, consider using an offline mode. To complete a course, your device **MUST** be online.

### Offline Mode

If you are going to be working at a school or location with limited or no signal, then it is important that you first login to the app whilst you have a good phone signal or Wi-Fi. You can then put the App into an 'offline mode' before you arrive at your school and lock it with a PIN. When on location with limited or no signal in offline mode, the App will not attempt to send any data back to the server. When you have signal later, switch the app back to the 'online mode' and it will send the data back to the server. To complete a course, you must be online at the time of completion as the app needs to check that all data has been sent to the server. You may have to complete this process step at a location where you know that you have good signal or Wi-Fi.

You can access the offline mode through the profile screen in the app.



**IMPORTANT** – When using offline mode, do not turn off your device or completely log out of the app otherwise data will be lost. You can check that data has been sent by using the “Check and Complete” function when online to verify that the data you have recorded has been sent to the server.

## Internet Connection

The Instructor App needs an initial internet connection to download the latest course and rider information. It also needs an internet connection to be able to send the data back to The Bikeability Trust once you mark a course complete. You can use the Instructor App in locations where there is no Wi-Fi or mobile signal to record outcomes and give feedback, which is then stored on your device ready to send back when your device next has an internet connection. Plan ahead. If you know that you will be delivering at a school with no signal, login to the app and download the data you need before you go.

## How and When to Use Mobile Phones

It is important that schools and groups understand you will need to use mobile phones as part of the digitisation of Bikeability. We have created a [letter for schools, written and signed by The Bikeability Trust](#), for training providers to use, which outlines how and why mobile phones will be used by you. If you have any concerns regarding GDPR, please [read our FAQs](#) or contact your training provider.



Think about how and when it is most appropriate to use the Instructor App. You should not need to use your mobile phone constantly during delivery of training. The Instructor App is intended as a method to quickly access and record information. Data can be downloaded pre course and SEND and medical information viewed in advance. Outcomes and feedback can be recorded at break times or the end of the day, away from riders.

Many training providers already use mobile phones in schools and find that when schools understand how and why the devices are used, then they are permitted. You may also choose to use paper forms to record information at a school, then add it to the Instructor App later. An appendix containing paper based forms is included at the end of this document.

## **Recommended Devices and Browsers**

Please use Chrome, Edge or Safari on mobile devices. The Instructor App is optimised for and best viewed on mobile devices. Android devices should be running Android 12 or above and Apple devices should be running iOS 15 or above. We have tested on some older devices without issue, but cannot guarantee performance or support for older generation devices.

You can also access the Instructor App using a web browser on a PC or tablet. If you select developer options from your browser menu, you will be able to view the Instructor App in a mobile view.

## **Two Factor Authentication**

Access to the Instructor App requires two factor authentication. You may authenticate access by receiving a text message to your mobile phone with a code. This code must be entered in to the Instructor App during login.

Before you attempt to access the app please login to the Link server (<https://link.bikeability.org.uk>) and ensure that you have valid up to date mobile number recorded against your instructor record. If you tick 'remember me' at login and set a pin to lock the app, then you won't have to use your username and password every time you use the Instructor App.

### **Updating phone number**

When you update your phone on your profile, a prompt will pop up asking if your user account on Link should also be updated accordingly as the user profile phone number is used for account recovery should you not be able to access Link.

If you have multiple related Link accounts associated with this Instructor account and you also wish to update your user profile with this new number, please go to the user profile edit page to update your number there. To do so, login to Link, on your Instructor dashboard click on the 3 dots in the top right corner and select 'Edit details'.



### Mobile phone number detected.

Your instructor mobile phone number will be updated and this will be used to validate your access to the instructor app.

**When you save your details**, would you also like to update your user profile with this number?

The user profile mobile phone number is used for account recovery should you not be able to access Link.

Yes, update my user mobile number!

No



### Mobile phone number change detected

The instructor mobile phone number will be updated and this will be used to validate your access to the instructor app.

There are multiple related Link accounts associated with this Instructor account, if you also wish to update your user profile with this number please go to the User profile edit page to update your number.

The user profile mobile phone number is used for account recovery should you not be able to access Link.

Close



## Instructor details

OPTIONS ^

Edit details

View renewals

**Miss Eliska Peskova**

ID: 99999978/NSI

Instructor status: ● Active

Renewal status: ● In progress

Renewal due date: 1 Nov 2024

Details

Associated Training Providers

Documents

Professional Development

Scroll down to the Contact details & Preferences section and change your phone number. Press the Update button at the bottom of the page to save the changes.

## Pilot/Sandbox Server

### Familiarisation

To allow the training providers and instructors to familiarise themselves with Link digitisation and the Instructor App, we have set up a separate server that can be used purely for training purposes. Dummy data can be used to set-up test deliveries and familiarise yourself with the Instructor App, using pretend information rather than the real data.

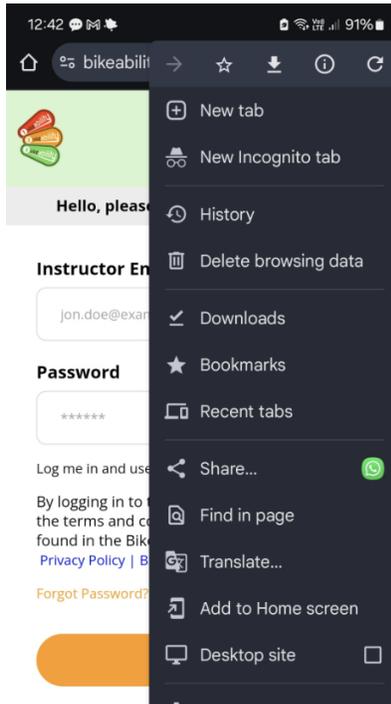
The 'Pilot Link Server' can be found here: <https://pilot.link.bikeability.org.uk>

And 'Pilot Instructor App' can be found here: <https://pilot.bikeability.app/>



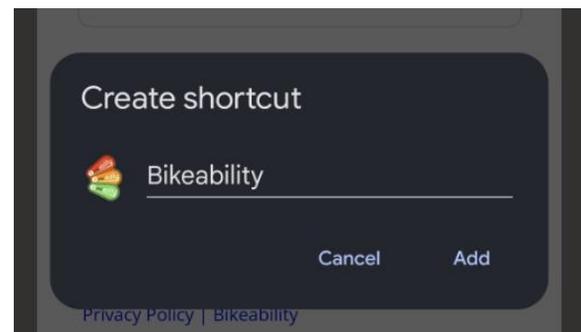
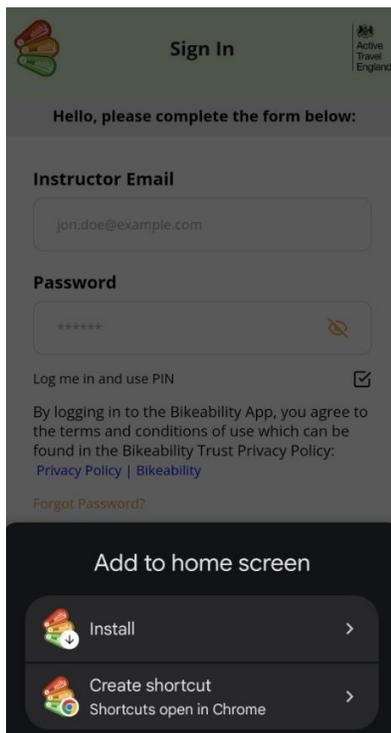
## Overview

### Instructor App Login



To access the live app please open your browser and type in the URL: <https://bikeability.app>

To save time accessing the Instructor App again, it is possible to add the App icon shortcut to your home screen. Open your browser menu and simply select 'Add to Home screen' if you are an iOS user on Safari. For android users (Chrome, Edge etc.) select 'Add to Home screen' and in the next step select the 'Create shortcut' and NOT the 'Install' option. The shortcut will not download anything to your phone, only save it as a web app instead. If you install rather than create a shortcut, app updates will not work correctly.



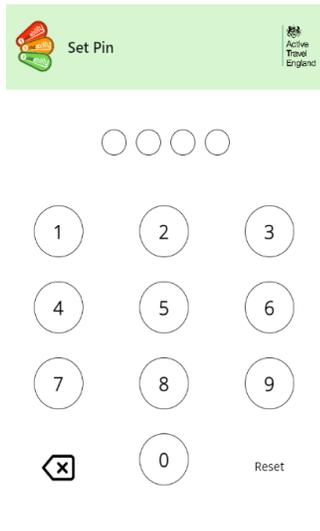


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Sign in with the username and password you use to sign in to Link.

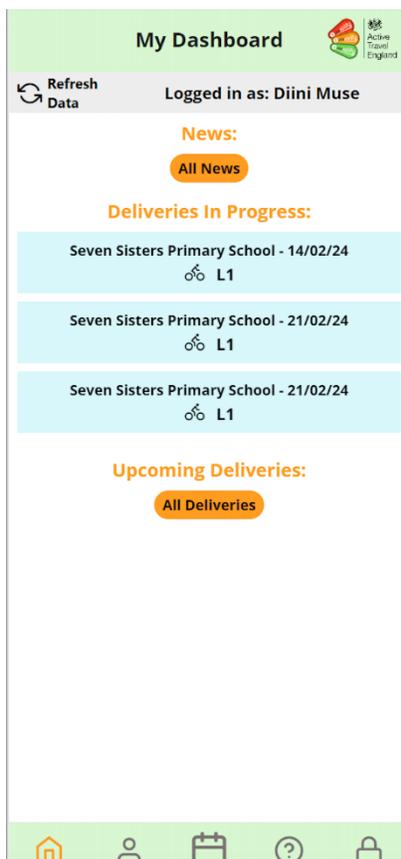
Click the boxes next to 'Remember Me' and 'I Agree to Terms and Conditions.' Then click on 'Step 2' to move on to the next section.

You will now receive a code via text message to your mobile phone. If you do not have a valid up to date mobile number on your Link account, please login to the Link server and update these details, then log in to the app again.



Once you have entered the code sent by text, you will need to select a 4 digit passcode. This will be used when you want to lock the Instructor App.

## App dashboard



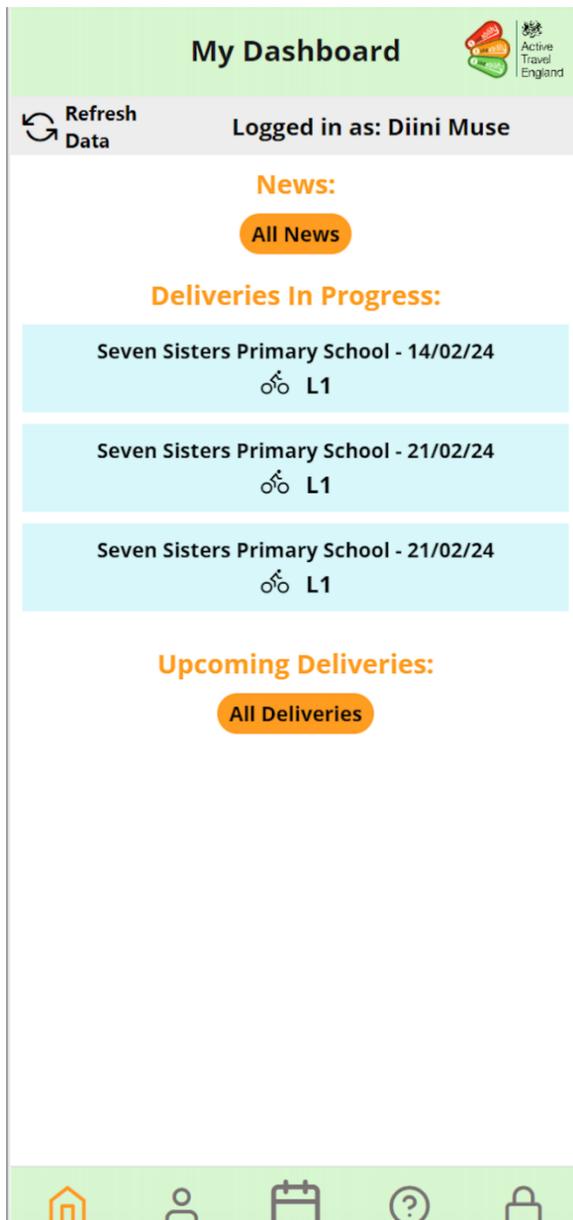
Once you've successfully logged into the Instructor App, you will have access to the following sections: News, Deliveries In Progress, Upcoming Deliveries. You can refresh your data in the app by clicking on the circular icon top left of your screen.



This will refresh the device data from the Link sever and push any data stored on your device back to the server. If you know that you will be working in an area with limited phone signal, then you can refresh your data at the start of the day.



## Dashboard Icons



From the bottom menu, you can access (from left to right):

**Home:** Click on the house icon to head back to this dashboard

**Your Account:** Click on the person icon to be directed to your account settings. In this section, you'll have the option to change your password and PIN for added security. If you change your password then it will change the Link login password too. The log out function on this page will completely log you out of the Instructor App and clear all encrypted data from your device. You will require two factor login at the next login.

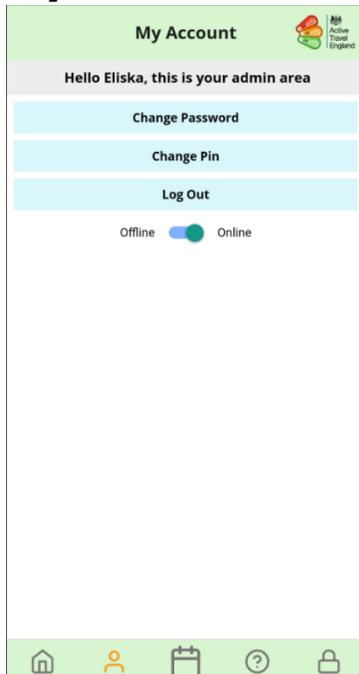
**Calendar:** Click on the calendar icon to access a list of all your deliveries. This is not intended to replace any rota system you use with your training provider.

**Help:** Click the question button for help. Here, you can report technical issues using the feedback form, check for app updates, and link through to download a copy of this user guide.

**Lock:** Click the last button on the right it will lock the App and you will need to use your pin to regain access. Use this function if you are part way through training and wish to quickly access the App again to continue later.



## My Account View



Click on the person icon to be directed to your account settings.

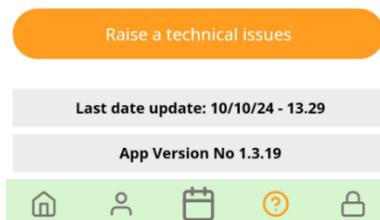
In this section, you'll have the option to change your password and PIN for added security. If you change your password then it will change the Link login password too. The log out function on this page will completely log you out of the Instructor App and clear all encrypted data from your device. You will require two factor login at the next login.

From this screen you also have the option to switch between the Offline and Online modes as explained [here](#).

## Help View



Click the question button for help. Here, you can report technical issues using the feedback form, check for app updates, and link through to download a copy of this user guide.





## Upcoming deliveries

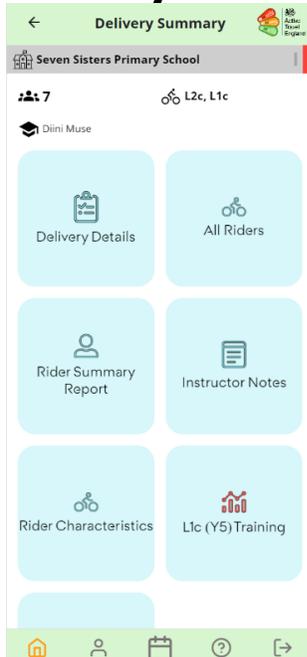


Click on 'All Training Deliveries', and you will be directed to the next page where you can view all your deliveries' progress. There are three options; Not Started, In Progress and Completed.

Please note that school names do not wrap but you can view the entire school name by dragging it to the left.



## Delivery Summary



Select a school from the main menu and you will arrive at the 'Delivery Summary' screen.

In the 'Delivery Summary' section, you'll find a comprehensive overview of all of the details related to the training delivery



## Delivery Details

← Delivery Details 

 **Chorley All Saints Church of England Primary School and Nursery Unit**

**Start Date:** 15/08/2024  
**Consent Cut Off Date:** 31/10/2024

Year(s)	Course	Booked
Y6	Level 1 & 2 Combined	7

**Instructors**

Simon Howarth 07976579386  
System Admin 07976579386  
Eliska Peskova 07507631039

**Notes from Training Provider**

Test Note

**Venue**

**Venue Name:**  
Chorley All Saints Church of England Primary School and Nursery Unit  
**Address:** Moor Road  
**PostCode:** PR7 2LR  
**Phone Number:** 01257262489

**Venue Contacts**

**Title:** Bursar/Office  
**Name:** Test School-Contact  
**Tel:** Not Known  
**Safeguarding Lead:** Yes

Click on 'Delivery Details' to get more details on the delivery.

You will find essential information including:

- Start date
- Specific course details
- Number of riders booked
- Names and contact details of instructors overseeing the session
- Notes from training provider
- Venue details
- Venue contact information



## All Riders

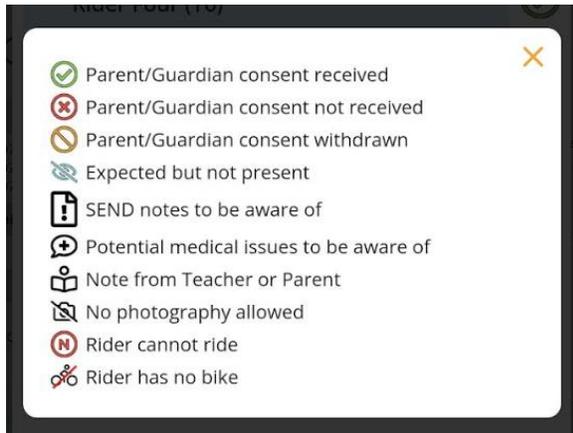


Click on the 'All Riders' button.

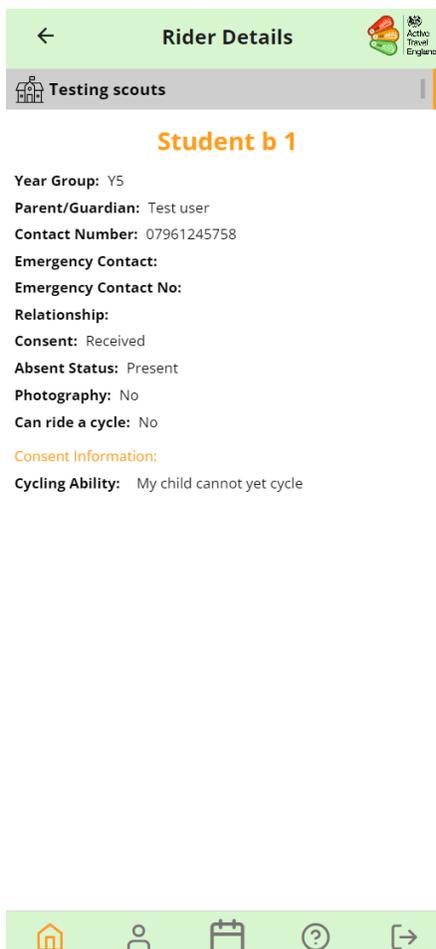
In order to create a register of riders at the start of each course, swipe any rider name to the left to mark as absent. Swipe right to mark as present. The default is present so you only need to flag any riders that are absent. This functionality is intended to be used to check all riders are present and will only display a rider name if consent has been given. If any riders are missing then you may need to speak to a member of school staff to ask them to contact the parent to complete consent.

**Note:** If an absent rider is then selected during the course and outcomes are recorded for him/her, the App will automatically update that rider to being present again on the next data refresh. Do not record outcomes for riders that are not present.

In the rare case that an attendee appears twice on the list, please use the first occurrence of the record in the app. That way all instructors dealing with the same training delivery will use the same record to record outcomes.



There is a key to the icons used which can be accessed by clicking on the highlighted 'key' below the school name.



Click on each rider to see an overview of their details and notes kept for their profile, such as medical/SEND notes, as well as the parent cycling ability assessment.

For a summary of medical and SEND information for participants, you can use the Rider Summary Report button to see information on a single screen view. This saves time compared to clicking on every rider to see details.



## Rider Summary Report

← Rider Summary 

 Seven Sisters Primary School

**Student F 1**

**SEND Information (Parent):**  
dyspraxia

**Medical Information:**  
Nut allergy

The "Rider Summary" section is where you can quickly identify and address any concerns or adaption needed for your riders during the course. It's your hub for ensuring every participant's experience is as smooth and positive as possible. You will see a summary of SEND information and medical information for those participants where the information has been provided. Additional notes added by the class teacher or organiser will also be visible here.

Please note that these notes could be requested by schools or parents, so keep comments professional and appropriate

## Instructor Notes

← Instructor Notes 

**Instructor Notes**

This section is for instructors to make notes whilst they are training. The notes are not retained after the training and are not sent to parents/schools.

Student 1 A

Notes

Save

For fellow instructor notes, click 'Instructor Notes' button. Here you can view any existing instructor notes. New notes can be created when riders have been selected for a course.

Any records with notes can be accessed from the notes page or at an individual level on the training page. To create a note click 'New Note' you must first select your riders for a course and select 'Instructor Notes' for an individual. Click on the 'Choose Rider' to get a drop-down list of the registered riders and select the rider you want to make a note about.

Please note that these notes could be requested by schools or parents, so keep comments professional and appropriate.

Press 'Save' when you have completed your note.

Instruction added successfully!

**L1c Rider Progress**

**Student 1 A**

04.06.24 - Diini Muse  
sturggling to signal



## Rider characteristics

← **Characteristics** 

 **Seven Sisters Primary School**

Please choose the year/course, take the characteristics for all riders and select save:

Year 5, Level 1 & 2 Combined (0) ▾

**Gender**

Male

Female

Other

**SEND / Pupil Premium**

SEND

Pupil Premium

**Ethnicity**

White - British

Rider characteristics can be recorded in the App if required by the lead instructor using information provided by the school. The characteristics are for the entire number of attendees for the course that is being delivered, not the specific cohort that an instructor may be working with. They are anonymous. To set rider characteristics, begin by selecting the year/course.

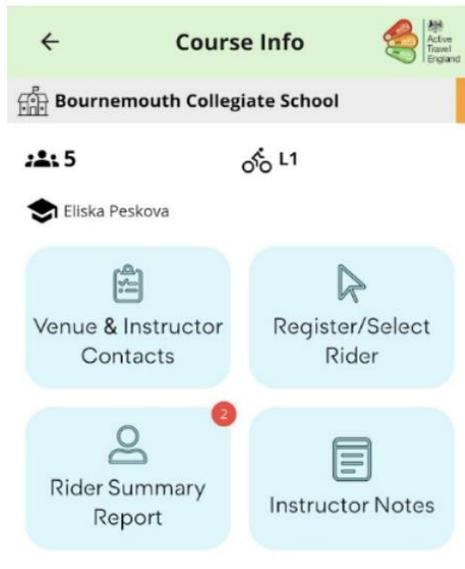
Characteristics can also be derived from consent or school uploads and by manually adding information to Link. If Link is set to derive characteristics from consent or from school uploads then this functionality will not appear in the App.

Use the minus and plus buttons to adjust characteristics for all riders.

Click on 'Save' to save your changes.



## Course Information View Riders



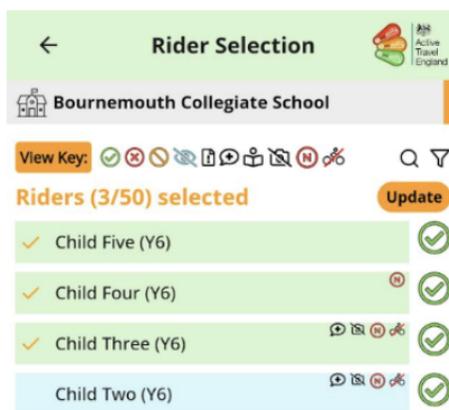
Select the training course that you are delivering.

Select 'Register/Select Rider'

Any riders who have already completed a course will be displayed on a grey background and at the bottom of the list.

Select the riders that you will be instructing for this course and click 'Update'.

You can return to this screen to change and update your selection if needs be. The next screen will display the training options at the bottom.



Please watch this **video**

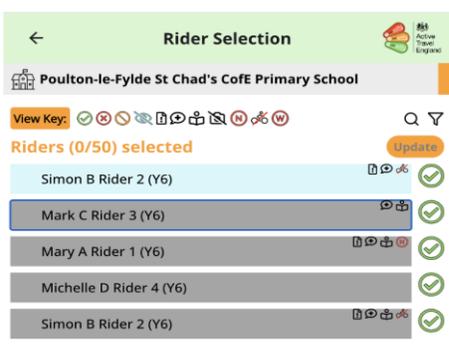
[View and Filter riders](#)

to get familiar with viewing, adding, updating and filtering riders.

### Tip:

In case that a child is registered for the L1 & L2 combined course but doesn't turn up for the first session, there is no need to mark them as absent. Just don't select their name on the Rider Selection screen which means their outcomes won't be logged. You then select them for the second part and continue as usual.

If you do select a rider by accident and record their outcomes, please contact your training provider who can then mark them as absent on their Outcomes tab on Link.



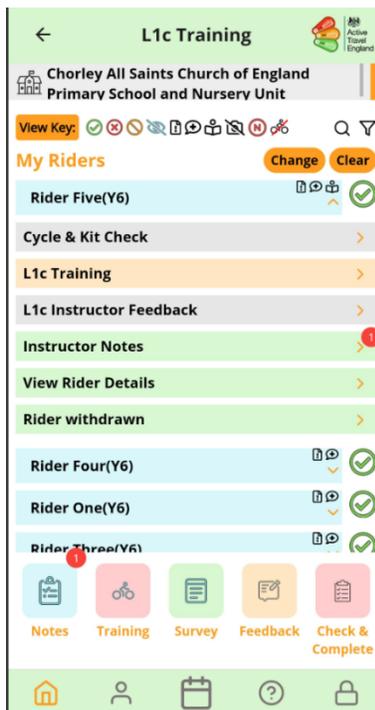


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When on the training screen, your training options menu will appear at the bottom of the screen.

Here you can add any instructor notes if needed, for example in the case of handing over to another instructor, and the red number will appear in the corner to indicate the fact that a note has been added.



On occasion, you might need to record some issues with riders' equipment. To do so, select the relevant child's name and click on 'Cycle & Kit Check' in the drop-down menu.



## Cycle and Kit Check

L2 Training

Testing scouts

Cycle & Kit Check

Student A 1

Please provide feedback regarding cycle defects or other equipment issues. This information will be sent directly to the parent

Save

Here you can add a note on cycle defect or other equipment issues, which will be sent directly to the parent.

Press 'Save'.

### Note:

The message will also include the delivery ID, school name and date of delivery so that it can be easily identified, and the same notification email will also be received by your training provider so that they are aware of the situation.

## Rider Withdrawn

L1c Training

Chorley All Saints Church of England Primary School and Nursery Unit

View Key: [Icons]

My Riders [Change] [Clear]

Rider Five(Y6) [Icons]

Cycle & Kit Check >

L1c Training >

L1c Instructor Feedback >

Instructor Notes > 1

View Rider Details >

Rider withdrawn >

Rider Four(Y6) [Icons]

Rider One(Y6) [Icons]

Rider Three(Y6) [Icons]

Notes Training Survey Feedback Check & Complete

On this screen, you also have the option to withdraw a rider via the 'Rider withdrawn' button.

If a rider is withdrawn from the course, immediate feedback can be given to the parent/guardian using this functionality. You can withdraw a rider at any time during the course. This information will be emailed immediately to parents. Once a rider is withdrawn, a red circled W appears next to their name to make them easily identifiable.

### Note:

Same as the above, a copy of the feedback going to the parent will also be received by your training provider for their information.



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**Rider Withdrawn**

Bob Hoskins

Note: Parent see this

Use this space to provide parent feedback as to why you have withdrawn the rider from the course. This information will be sent to the parent.

Add to record

If a rider is withdrawn part way through a course level, and a rider withdrawn notice is sent to the parent, mark the remaining outcomes as 'not seen' but do still complete the course and provide feedback for the trainee. If the trainee is absent for the hands-up survey, then mark that rider as absent when recording the information.

If a rider completed Level 1 but is not progressing to level 2, complete the course and mark as complete and provide feedback as normal. Also withdraw the rider and provide a note to the parent or guardian detailing the reason that they are not progressing to Level 2. This feedback will be emailed immediately to the parent.

## Outcome Recording



You no longer need to write outcomes or feedback on physical certificates. All feedback must be submitted on the Instructor App.

Select 'Training' from the bottom menu to start recording outcomes.



**L1 Activities** ×

1 of 4  
Task: Prepare Myself For Journey

All Riders ^

On my own

With practice

With assistance

Not seen

Rider One v

Rider Two v

Rider Three v

Skip Next

Outcomes can be recorded for all riders and exceptions only applied where necessary. This speeds up the process of adding the information.

For example, select all riders as being able to undertake an activity on their own and change the answers only for riders that perhaps need more practice, need assistance or where not seen.

When you get to the final outcome, select 'Complete' at the bottom of the screen.

**L1c Activities** ×

2 of 4  
Task: Check Cycle Is Ready

All Riders v

Rider Five ^

On my own

With practice

With assistance

Not seen ✓

Rider Four v

Rider One v

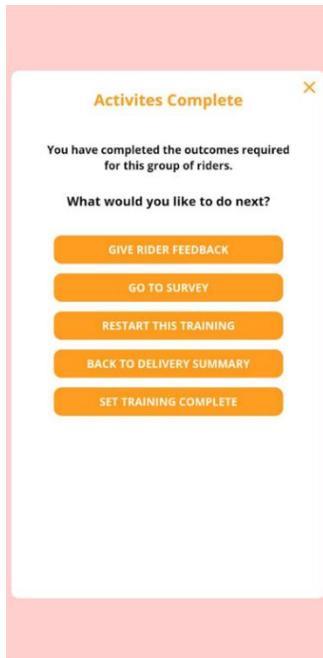
Rider Three v

Rider Two v

Prev Skip Next

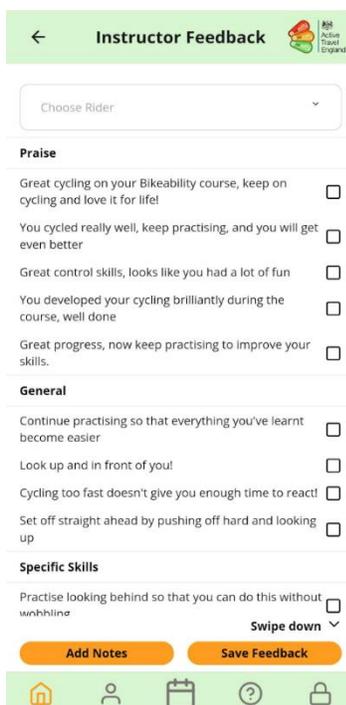


## Activities Complete



Once all outcomes have been recorded, you will see the following screen. It is now possible to add feedback or post course hands up survey results.

## Give Rider Feedback



Select each rider from the dropdown and add tick all statements that apply. You can select the all riders option if you wish to apply a statement to all riders. This might be appropriate where all riders have completed level 1 and just need a praise statement. By selecting individual names after all riders, then specific statements can be ticked for each rider too.

Individual notes can be added too. Select 'Add Notes' to add your own personal feedback for the rider.

Once you have added feedback for all riders, select 'Save Feedback' to save the information.



## Go to Survey

← L1 Training Survey 

What was your experience of taking part in this Bikeability training?

Enjoyed  0

Did not enjoy  0

Not sure  0

Absent  0

Now that you have completed the training, how safe do you feel using a cycle?

More safe  0

Less safe  0

No difference  0

Not sure   Swipe down

Select 'Go to Survey' and swipe down in order to complete all questions as necessary. The number of survey respondents must match the number of riders that you have selected and recorded outcomes for. If a rider is absent because you have withdrawn them part way through a course then use the absent answer as appropriate.

This information is vital for the reporting of the impact of Bikeability to secure future funding. These surveys are not intended to gather information about individual instructors. All responses will be combined to provide a national picture from riders and parents.

**IMPORTANT:** Because Survey data is collected anonymously, it can only be saved once for the cohort that you are working with. If you include a rider where survey answers have been recorded as a part of another group it will not be possible to save survey data again. Use the checklist function if you encounter an error message and exclude any rider where survey answers have been previously recorded.

\*\*\*\*\*

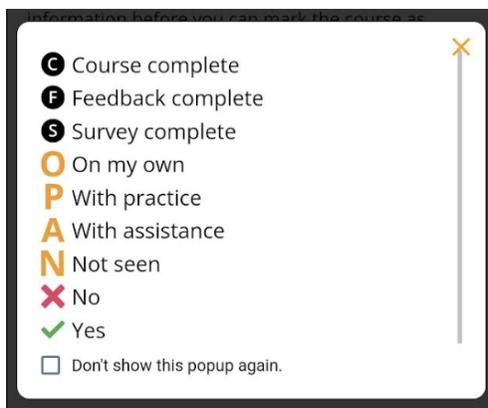
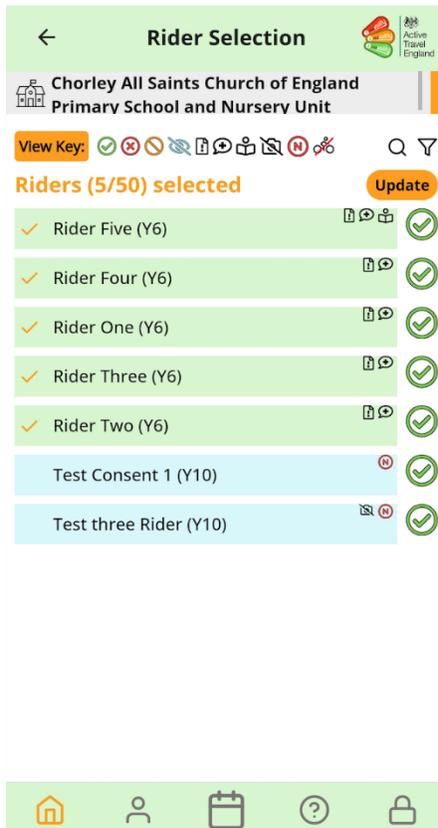
**Please Note:** We are aware that some of you are experiencing issues with not being able to complete courses due to survey errors which are caused by surveys being recorded twice for the same child and therefore creating duplicate entries. The anonymised nature of the data means that this duplicate child entry cannot be identified and data adjusted at a later point.

\*\*\*\*\*

We have now relaxed the rules in order to help you progress beyond this point and complete deliveries. However, we would still like to ask you to please record the number of surveys as accurately as possible to avoid duplicates, as this data is a requirement for our Active Travel England reporting. You will not be able to complete a delivery if the number of surveys is lower than the number of riders – below 100%.



## Set Training Complete



To complete training, go to the training checklist - 'Check & Complete' button at the bottom, to ensure that you have recorded outcomes, feedback and survey answers for all riders.

A data connection is required to complete this step as we need to ensure that all data has been submitted to the Link server. You may need to "Refresh Data" at the top of the screen to pull down the latest information from the server, particularly if you are taking over from another instructor who may have recorded some outcomes previously.

The complete training button is greyed out until you have a complete set of outcomes, feedback and survey data for the cohort that you have selected.

The following information is displayed and you can click on the 'Key' to display this list at any time:

- C = Course Complete – has the course been marked complete? Yes/No
- F = Feedback Complete – has feedback been recorded? Yes/No
- S = Survey Results – have survey results been recorded for the participants? Yes/No

Outcomes are numbered for each course with a letter representing what has been recorded:

- O = On my own
- P = With more practice
- A = With assistance
- N = Not seen



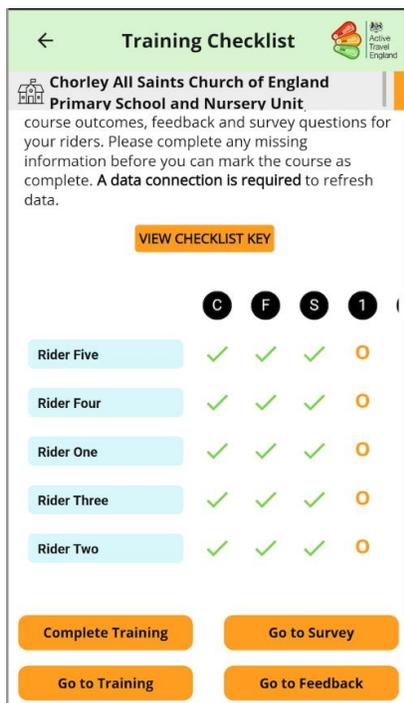
# The Bikeability Trust



The Training Checklist page can be used as an overview on what outcomes have been achieved and recorded by instructors, especially useful if a new instructor is completing the delivery of training that another instructor has started.

Rider names can be expanded by clicking on the name boxes.

In the example here, you can see that the survey responses have not yet been recorded. The complete training button is greyed out because the survey results are required before the course can be marked as complete.



Data can be refreshed from the Link server using this icon



Once all outcomes, feedback and survey results have been collected, the course can be completed. Make sure to press the orange 'Close' button, this will trigger sending the data back to the Link server.



Training completed successfully!

Chorley All Saints Church of England  
Primary School and Nursery Unit

Refresh Data **Training Checklist**

The view below shows the status of completion for course outcomes, feedback and survey questions for your riders. Please complete any missing information before you can mark the course as complete.

**Training Completed**

Close

Rider Five	✓	✓	✓	○
Rider Four	✓	✓	✓	○
Rider One	✓	✓	✓	○
Rider Three	✓	✓	✓	○
Rider Two	✓	✓	✓	○

Navigation icons: Home, Profile, Calendar, Help, Lock

**Important: A data connection is required to check and mark the course as complete. This is because we need to ensure that Link has a complete set of data for every rider. Once you click the "Complete Training" button, please wait until the "Training Complete" dialogue appears before navigating away from the screen.**

*Please note that all information on the outcomes will not show here as that would require additional data being used, only whether the outcomes have been addressed/completed will be shown. Instructors can go back and override previous outcomes if necessary by recording new outcomes for each rider.*



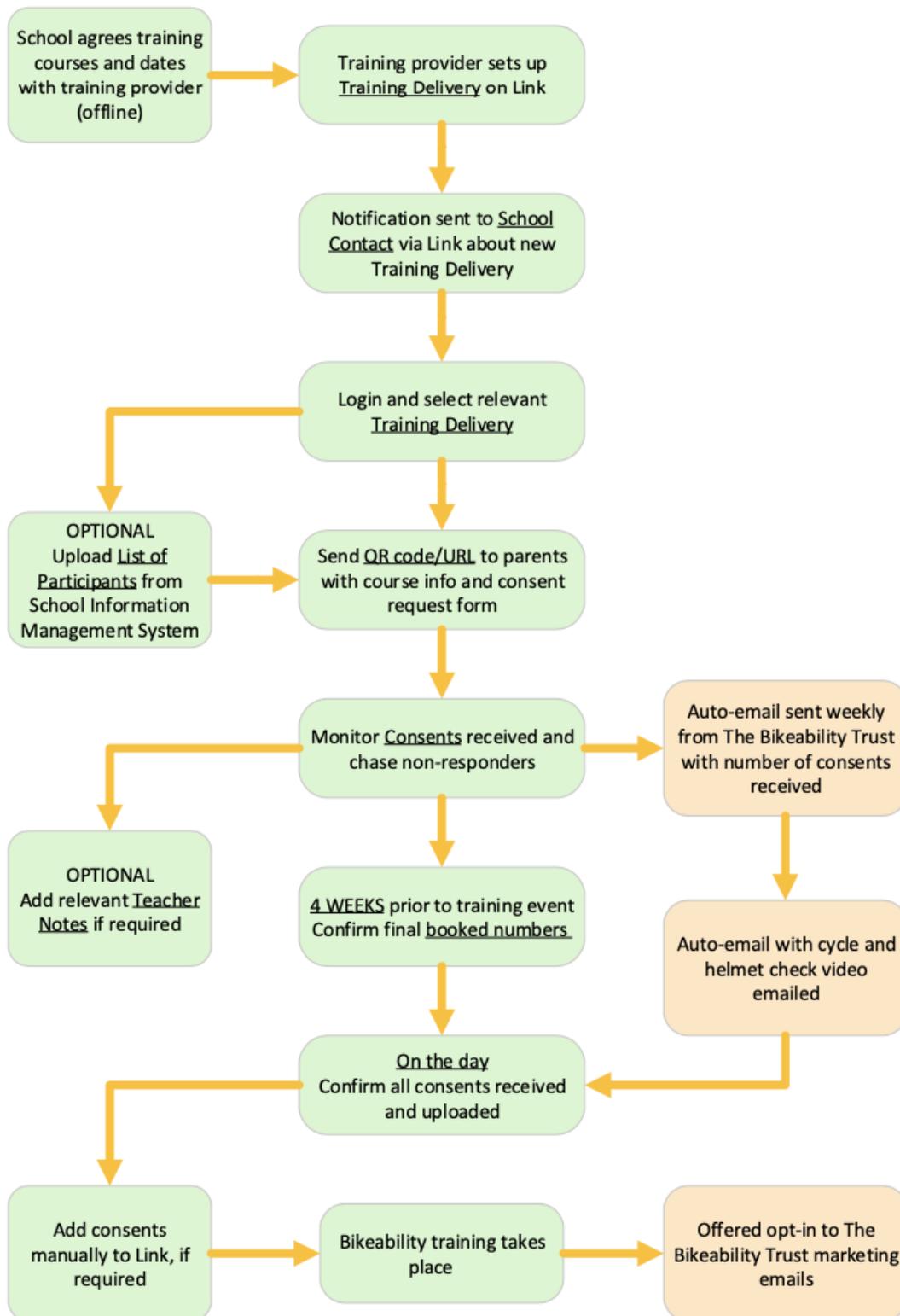
## Communications

Digitisation will allow The Bikeability Trust to communicate directly with schools and parents for the first time. These communications have been designed to complement any existing communications from training providers.

### Schools

Schools will receive a maximum of four emails between a Bikeability course booking and delivery. All emails will include how many consent forms have been submitted and how many consent forms are outstanding. Two emails will include links to cycle and helmet check videos. These emails are sent under legitimate interest, as these communications relate directly to Bikeability training.

After the course is completed, schools will be offered the opportunity to opt-in to marketing emails from the Trust. Schools who opt-in will be added to The Bikeability Trust mailing list and receive promotional emails, including information about events such as Cycle to School Week, additional resources such as Tools for Schools, and competitions run by the Trust.

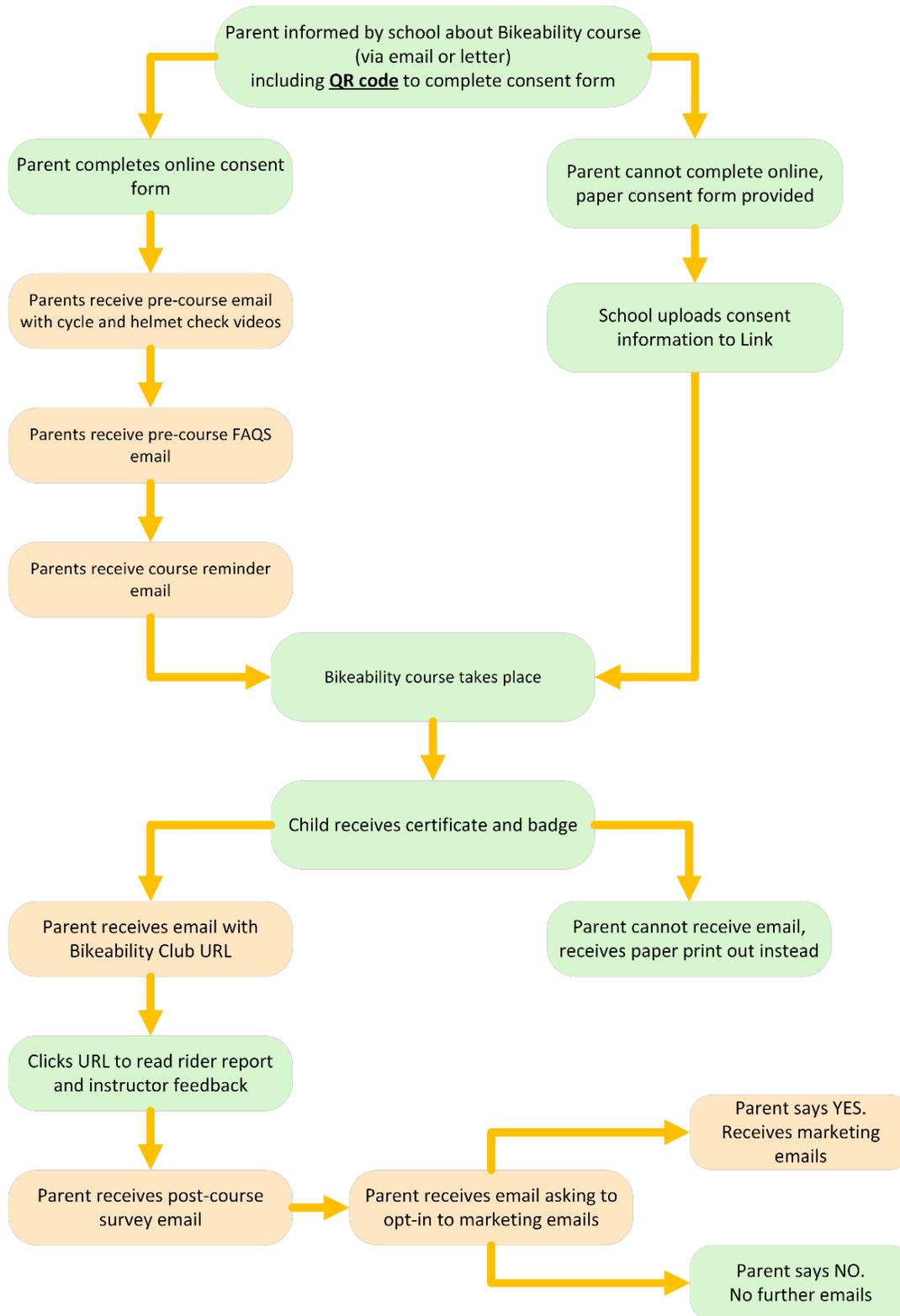




## Parents

Parents will receive a series of emails in the run up to their child's Bikeability course. This will include cycle and helmet check videos, FAQs and a reminder for the course start date. After the course has been completed, parents will be sent a unique URL to access their child's rider outcomes and instructor feedback, called the Bikeability Club. They will also receive a post-course survey, in order to provide monitoring and evaluation data. These emails are sent under legitimate interest, as these communications relate directly to their child's Bikeability training.

Then, parents will be offered the opportunity to opt-in to marketing emails. Parents who opt-in will be added to the Bikeability Club mailing list and receive promotional emails, including competitions from commercial partners, additional content such as blog posts and information about events such as Celebration of Bikeability and Cycle to School Week.





## Award Materials and Bikeability Club

### Award Materials

We have redesigned our award materials to be more fun and engaging, and improved the quality of our badges. Training providers may continue to use existing award materials, as we do not expect them to throw out or destroy current stock, so you may not immediately receive these new designs. You will **not** need to complete the outcomes on the certificate, as these will be emailed using outcomes inputted on the Instructor App.

Booklets are no longer available. Our website features [tips and advice](#) which were available in the booklet, and we have posted a variety of useful videos on our [YouTube channel](#) and website. Riders will receive further information by email and on the Bikeability Club.

### Bikeability Club

After the course has been completed, parents will be sent a unique URL to access their child's rider outcomes and instructor feedback, called the **Bikeability Club**. This website will include:

- Outcomes required for Bikeability course
- Standard achieved by rider
- YouTube example videos for each outcome
- Individual feedback from Bikeability instructor
- Digital course badge (in addition to physical badge and certificate received after course completion)
- Digital badges for activities, such as "I cycled up a big hill" or "I cycled with my family". These are self-reporting, so families can click to "claim" a badge once they have completed an activity. Badges will be sponsored by commercial partners and include unique offers for families to access.
- Links to additional resources, including how to become a cycling instructor and where to find your nearest cycling club

[An example of the website can be seen here.](#)



## Feedback and Support

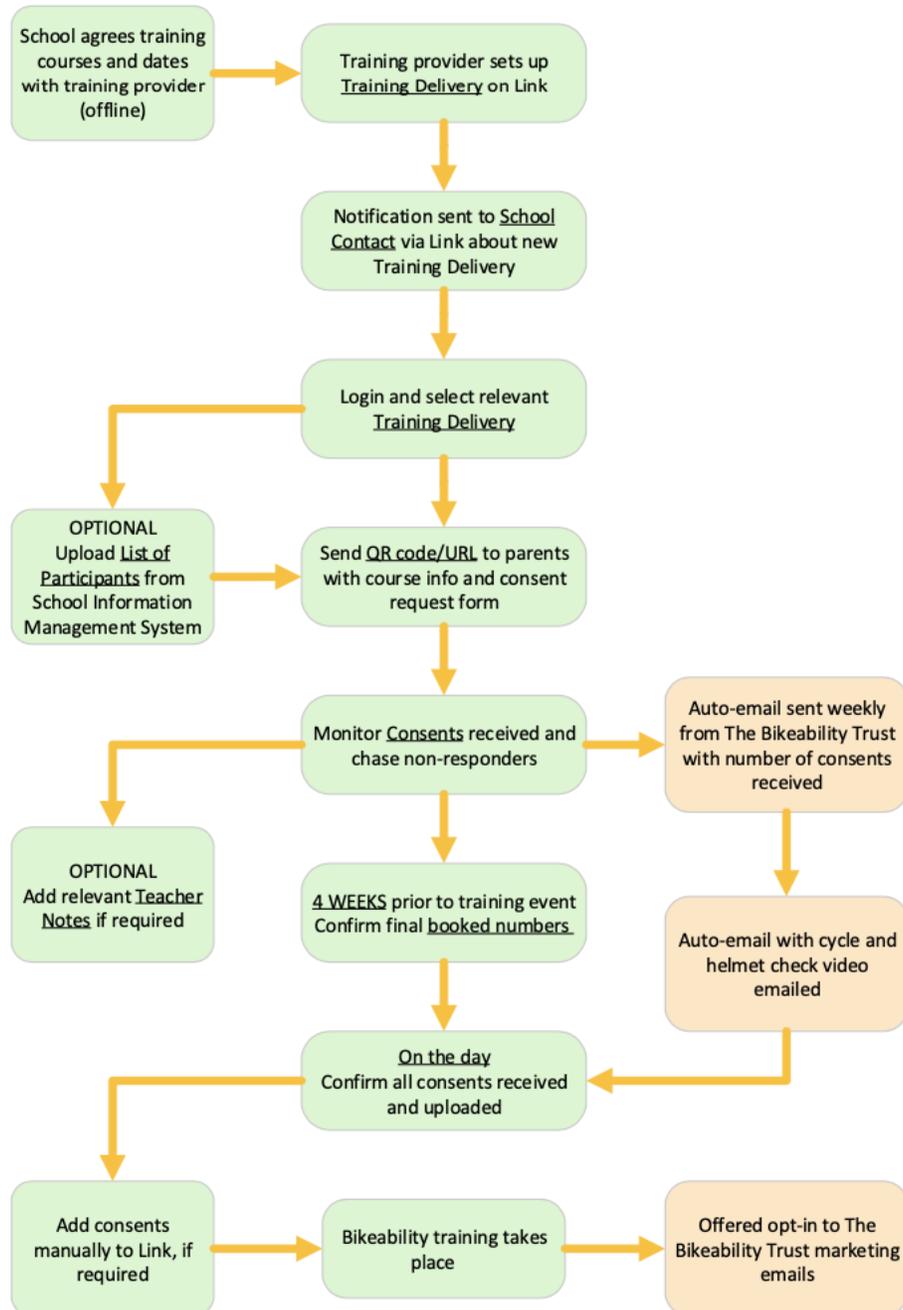
Please contact the System Admin inbox ([system-admin@bikeabilitytrust.org](mailto:system-admin@bikeabilitytrust.org)) in the first instance where we will endeavour to answer your question in a speedy way. Several members of the team monitor the inbox and we hope to resolve your queries in a quick and efficient manner and will then contact you to arrange a meeting if we need further detail. If you have a technical query, then please also ensure to include screenshots along with your question.

Issues and feedback can also be reported by an online form. The form is available for grant recipients, training providers, instructors and schools.

<https://forms.office.com/e/CzjwAaYXYR>

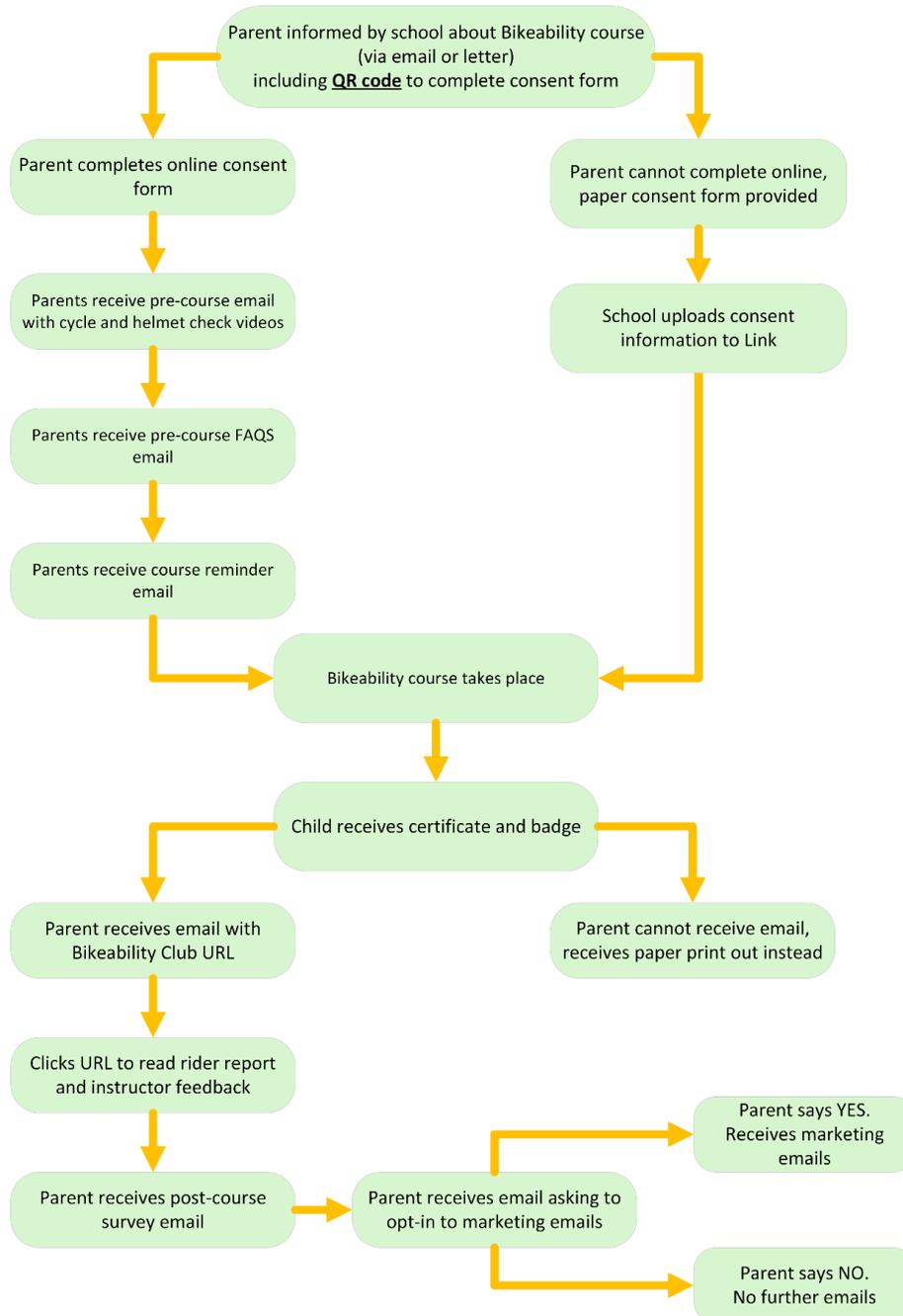


## School user journey





## Parent user journey





# The Bikeability Trust



## Offline documents/ Paper templates

There may still be circumstances where you need to use a paper based form to record information and enter the data either in to Link or the Instructor App later.

For example, a parent may not be able to access the digital consent form in which case a paper based one can be requested and the school can then add the rider to Link. Or it might not be possible to use your mobile phone in certain cases, so in those instances, you can use paper based forms to record outcomes, feedback and survey results manually and add them to the Instructor App later. Likewise it might be easier to give the school bursar or an office manager a form to complete with rider characteristics which you will add to the app if you are the lead instructor needing that information.

Consent Form: [download PDF to print](#)

Rider Characteristics' Form: [download PDF to print](#)

Rider Outcomes Excel document, including tabs to record hands up survey answers: [download.](#)