



# The Bikeability Trust training provider application guide

V05. November 2025



The  
Bikeability  
Trust

# How do I register?

**1. Read this guide thoroughly before beginning the application process.**

**2. Complete an [online application form](#)**

Please note:

- You must have instructors that have the Level 2 Award in Instructing Cycle Training (L2AICT) qualification before registering as a training provider. Applications without qualified instructors will be placed on hold until instructors are confirmed.
- We can only accept applications from organisations based in England, as funding for Bikeability is from Active Travel England and the Department for Transport, and therefore does not cover Wales or Scotland as transport is devolved.

**3. Write all required policies and associated documents.**

Once we have approved your initial online application, we will provide you with a zip file containing our model policies.

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

**4. 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. Generic Risk Benefit Assessment
8. Site Specific Risk Benefit Assessment
9. Instructors' Code of Practice
10. Internal quality assurance checks and procedures
11. Insurance Quote or Certificates

**5. 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:**

### **1. Equal Opportunities and Diversity Policy**

Equal opportunities and diversity is about two groups: your riders and your workforce. You must address both groups in your policy.

It is important to provide equal opportunities for your workforce. This applies during recruitment, induction and throughout your team's career.

You must make reasonable adjustments to provide cycle training to all.

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

- 1** Must state 'This policy complies with current legislation.'
- 2** Must state 'The policy covers staff, all instructors and riders.'
- 3** Must state 'The organisation gives equal access to opportunities and employment.'
- 4** Must state 'The policy covers all aspects of discrimination and the nine protected characteristics.'
- 5 Under 'General Procedures' subheading:**
  - Must state 'The organisation makes all instructors and staff aware of the policy.'
  - Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.
- 6 Under 'Allegations of discrimination' subheading:**

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

## **2. Complaints Policy**

Dealing with complaints is an important part of operating an organisation. Complaints are useful. They are an opportunity to learn, not a nuisance. You can use complaints to support your business quality and staff development.

You must annually inform your grant recipient and the Bikeability Trust of any complaints. We will record the complaint, but you must act on and resolve it. You may escalate a complaint, according to your complaints policy.

If a complaint relates to operations or training delivery, we will work with you to resolve the situation. Serious breaches which put riders or instructors at risk will lead to de-registration.

Your complaints policy should be available to the public at any time.

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

- 1** Must state the organisation's contact details, at least two out of postal address, phone number, and email.
- 2 Under 'General procedures' subheading:**
  - Must state 'The organisation makes all instructors and staff aware of the policy.'
  - Write down the procedures for how your organisation monitors that the policy is used by staff and instructors.
- 3 Under 'Procedures for making a complaint' subheading:**
  - Write down the procedures for how people can make an official complaint.
  - Write down your organisation's maximum response time.
  - Write down the procedures for how your organisation responds to a formal complaint including:
    - Stage 1: the complaint is investigated by the training provider/grant recipient.
    - Stage 2: if the complainant is not satisfied with the training provider / grant recipient's response, the complaint is referred to the Bikeability Trust.
- 4 Under 'Reporting of complaints' subheading:**
  - Must state 'The organisation reports all formal complaints to the grant recipient.'
  - Must state that 'The organisation reports all complaints received in annual renewal process.'

### **3. Safeguarding Policy**

You must have a safeguarding policy in place to protect your riders and staff. All staff must be trained in safeguarding and have the correct checks in place.

You must name a safeguarding lead who will receive, record, and pass on welfare concerns or disclosures of abuse. The safeguarding lead or other staff can complete DBS checks. Very small training providers may need to name an external safeguarding lead.

Your instructors must know the correct details of a school's safeguarding officer. Instructors should not have to talk to a teacher or reception to log a concern.

If allegations are made against instructors, it is standard procedure for the Trust to temporarily deregister instructors while an investigation is undertaken.

Your safeguarding policy should be available to the public at any time.

#### **Serious incidents**

You need to report all serious incidents to the Trust and the grant recipient within 72 hours. These are also reported at annual registration renewal.

Safeguarding allegations or disclosures are categorised as serious incidents.

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

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

- 1** Must state the name and contact details of the Safeguarding Lead.
- 2** Must state that 'this policy complies with current statutory guidance.'
- 3** Must state that 'this policy covers all children and vulnerable adults who take part in training.'
- 4** **Under 'General Procedures' subheading:**
  - Must state 'The organisation makes all instructors and staff aware of the policy.'
  - Must write down the procedures for how your organisation monitors that the policy is used by staff and instructors.
  - Must state 'The organisation reviews the policy and practise at least every year, with every change in legislation and after each incident.'
- 5** **Under 'Allegations of significant harm done towards a child or vulnerable adult by an instructor/staff' subheading:**
  - 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.'
  - Significant harm is defined here [RSI guidance what to do if something goes wrong](#)
- 6** **Under 'Recruitment and Management of Instructors, Staff, and the Safeguarding Officer' subheading:**

- Must state that ‘The organisation recruits all instructors and staff in accordance with safer recruitment policies and procedures.’
- Please specify your procedures, i.e. asking for valid and up-to-date DBS checks, references, checking qualifications, and having an interview process.  
Also see [National Society for the Prevention of Cruelty to Children website](#).
- Must state that ‘All instructors have enhanced DBS checks (including checks against barred lists for children), not older than three years. Other staff hold DBS checks at the appropriate level, not older than three years.’

The Trust advises all instructors to switch to the DBS Update Service for a small annual fee. This service keeps DBS certificates up to date without the need for a new application, eliminating the need for costly rechecks every three years.

Schools can verify DBS certificates online, so instructors do not need to carry physical certificates.

Employers can quickly and easily check the status of an applicant's DBS certificate online, reducing administrative burdens and saving costs.

Some providers offer real-time alerts for changes in an individual's criminal record, enhancing safeguarding procedures.

See [DBS Update Service: applicant guide - GOV.UK](#)

- Must state that ‘The organisation makes sure all instructors receive safeguarding training at least every three years and keeps a register about this.’
- 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.’

**7 Under ‘Parental Consent and Booking Forms for vulnerable adults’ subheading:**

- 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.’
- Must state that ‘The organisation collects parental consent forms for each child rider and a booking form for each vulnerable adult.’
- Must state that ‘The organisation shares the parental consent forms, medical conditions and special educational needs of children and vulnerable adults with the instructors.’

**8 Under ‘Regulations for school-based training’ subheading:**

- Must state ‘The organisation gives instructors a safeguarding contact for every school at which they deliver.’

**9 Under ‘Regulations for 1:1 training’ subheading:**

(where applicable see Bikeability Delivery Guide)

- Must state that ‘The organisation encourages parents/carers to attend the training if they prefer.’
- Must state that ‘The organisation communicates the location of the training to all parties.’
- Training takes place in a public, open space, and never in an environment such as behind a closed door.’

**10 Under 'Welfare Concerns and Disclosures of Abuse' subheading:**

- Write down the procedures for what instructors should do if a child or vulnerable adult makes a disclosure of abuse.
- The procedures need to stipulate that for school-based training instructors inform the school's and your organisation's Safeguarding Lead of any disclosure made and any further arrangements for reporting and referring a disclosure of abuse. These procedures could for example use a Safeguarding Report Form.

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

As a training provider, you must have a clear health and safety policy and name a Health and Safety Lead responsible for receiving, recording, and acting on incident reports.

Your policy must cover the following areas: risk mitigation, risk benefit assessments, emergency procedures, relevant training of instructors, insurance, and reporting of instructors.

All instructors must be familiar with the policy, conduct accurate risk-benefit assessments, and hold an Emergency First Aid at Work qualification, renewed every three years.

New instructors must complete first aid training within three months of gaining provisional status. Adequate provision of first aiders must be risk assessed for each course.

You are required to report incidents to your grant recipient and notify the Bikeability Trust of any serious incidents within 72 hours.

Your health and safety policy should be available to the public at any time, and failure to comply or serious neglect may result in de-registration.

This policy works together with the

- Emergency Procedures
- Incident Report Form
- Site Specific Risk Benefit Assessment
- Generic Risk Benefit Assessment for Cycle Training

More guidance on your legal requirements can be found on the Health and Safety Executive website here [HSE: Information about health and safety at work](#)

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

- 1**
  - Must have the name and contact details of the Health and Safety Lead.
  - Must state 'This policy complies with current legislation [name of legislation].'
  - Must state 'The policy covers staff, all instructors, and riders.'
- 2 Under 'General procedures' subheading:**
  - Must state 'The organisation makes all instructors and staff aware of this policy.'

- Must state 'The organisation makes all instructors aware of the Emergency Procedures, Incident Report Forms, Site Specific Risk Benefit Assessment Forms and the Generic Risk Assessment.'
- Must write down the procedures for how your organisation monitors that the policy is used by staff and instructors.
- 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.'

### **3 Under 'Reporting of incidents' subheading:**

- Must state 'The organisation reports all health and safety incidents, accidents and near misses to the Grant recipient.'
- Must state 'The organisation reports all serious health and safety incidents to the Bikeability Trust.'
- A serious incident is defined as an incident that meets the definition of [Charity Commission Serious Incident Reporting Examples](#).

### **4 Procedures for risk mitigation and management**

- All instructors to hold appropriate First Aid qualifications, no older than three years.
- Must state 'The organisation formally observes every instructor at least once a year and mentors them.'
- Must state 'The organisation makes appropriate risk assessments for all activities.'
- Must state 'Instructors must conduct a Site-Specific Risk Benefit Assessment before each training, update the form and sign it.'
- Must state 'Instructors must follow the Bikeability Delivery Guide and Bikeability Plus Delivery Guide.'
- Must state 'Instructors have to follow '[Name of organisation's] Emergency procedures.'

## 5. Emergency Procedures

Emergency procedures are a set of documents for instructors to use during training. They should be short, succinct and easy to follow.

### Requirements of policy / document

- 1 These points need to be in your procedures:
  - Clear, simple instructions for instructors to follow in the event of serious incidents, major injuries and accidents to riders, instructors, or members of the public.
  - Clear, simple instructions for instructors to follow in the event of minor incidents, minor injuries, and accidents and near misses to riders, instructors, or members of the public.
  - Clear, simple instructions for instructors to follow where no injury occurs.
- 2 Policy must state:
  - At the time of an incident instructors have to take all contact information of involved parties as detailed on the Incident Report Form.
  - Instructors have to complete the Incident Report Form within 24 hrs of the incident occurring, 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.
  - 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.

## 6. Incident Report form

Instructors use the incident report form to record an incident. It will prompt them to record all relevant information.

### Requirements of policy / document

- 1 These points need to be in your form:
  - Names and contact details of those involved in the incident, which are:
    - person injured
    - witnesses
    - drivers
    - instructors
  - Registration number, make, type, and colour of vehicle.
  - Driver's insurance data.
  - Date, time and location of incident.
  - Descriptions of the environment and weather.
  - Record of what happened, including descriptions of any injuries and damages to property.

- Record of actions taken at the time, including description of first aid/medical attention given/required.
- Record of actions taken immediately following the incident.

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

A generic risk benefit assessment must be in place before training takes place. It is a broader form of risk benefit assessment that, when presented in written format, outlines all the expected risks that may be encountered during training and measures to mitigate them.

All training providers must ensure that a generic risk benefit assessment report is in place and shared with their instructors. Training providers may choose to use the Bikeability Trust's generic risk benefit assessment document as a template, or they can create their own document.

See model form available by emailing [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk)

## **8. Site Specific Risk Benefit Assessment**

These are risk benefit assessments that are specific to a particular site. They are normally (but not always) the responsibility of instructors to carry out, and instructors and training providers to review.

They may cover off-road training sites such as playgrounds, car parks, multi-use games areas, or on-road sites such as roads or junctions used in training. If training is taking place in a wider area or in the form of a longer journey, this route and area should be recorded on the site-specific risk assessment.

They must be completed or reviewed (if necessary being updated) before training takes place – only after first surveying sites planned for training.

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

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

These points need to be prompted for in your form:

- Instructors must check the appropriate risk assessment before each session and sign.
- Date and location.
- Name and signature of instructor(s).
- Assessment of all risks at a specific location. Leave space for newly identified risks.
- You should include space for a map or diagram.
- Control measures for each risk.

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

Internal quality assurance (IQA) means assessment and monitoring of the quality and standards of an organisation from within and is an essential part of the Bikeability training programme. It aims to ensure quality and consistency of training and management by monitoring all aspects of programme delivery.

### **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**

Our code of practice explains the standards required to deliver Bikeability. It sets guidelines for the conduct and integrity of you and your instructors.

The code of practice is an important tool to ensure quality. It should include all staff associated with you. We will use the code of conduct in the event of a serious incident and when considering the deregistration of instructors.

It is a requirement for training providers to have a code of practice. You must ensure it covers all the necessary areas listed in the model code of practice. You may already have your own code of practice, if you do not, you may use the model code of practice, available from the Bikeability Trust.

See model document available by emailing [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk)

## **11. Public Liability Insurance and Employers' Liability Insurance**

All training providers must hold appropriate insurance based on their individual circumstances. These insurance policies must be renewed annually and uploaded to the Link training provider profile.

Training providers are responsible for ensuring their insurance remains valid and for supplying evidence of this to the Trust through Link. Failure to do so can result in temporary deregistration and not being able to deliver Bikeability.

We are not able to provide insurance advice, and the information provided should not be treated as such. We recommend speaking directly with your insurance provider to ensure you have the most suitable policies in place. You may want to use an insurance broker to help buy insurance. Organisations such as Bikmo, British Cycling, Cycling UK, UK Coaching, and Butterworth Spengler provide specialist insurance.

**Your insurance needs to cover operating your organisation and the risks associated with cycle training at an appropriate level.**

### **Requirements**

#### **1 Public Liability or Instructor Self Employed Insurance**

All training providers must hold Public Liability Insurance, which provides cover against claims from attendees or members of the public who may be injured, or whose property may be damaged, as a result of your training activities.

##### **And where necessary:**

Check that each instructor holds valid Self-Employed Insurance (public liability and possibly professional indemnity) at an appropriate level.

In this case, the training provider must:

- Keep an up-to-date register of instructors' insurance.
- Check annually that all instructors hold valid self-employed insurance at an appropriate level.

#### **2 Employers' Liability Insurance**

All training providers must hold Employers' Liability Insurance, which is a UK legal requirement if you employ staff. This insurance also provides cover for volunteers and office-based employees. Training providers must hold this insurance independent of their instructors' contractual situation.

#### **3 Professional Indemnity Insurance**

Professional indemnity insurance offers protection against claims related to the professional services you provide in a coaching or training capacity.

#### **4 Annual Renewal of Insurance**

All insurance policies must be renewed every year, and evidence must be uploaded to Link as part of your ongoing compliance.

#### **5 Submitting Evidence for Applications**

For an initial application, it is sufficient to attach an insurance quote.  
Upon registration, training providers must upload to Link a copy of all insurance policy certificates within one month; otherwise, the registration will be invalid.





The Bikeability Trust aims to activate a nation of cyclists by ensuring everyone has the confidence to enjoy the life skill, independence, and fun of cycling. Giving everyone the competence and confidence to cycle is our core mission, making cycling the norm for short journeys.

[www.bikeability.org.uk](http://www.bikeability.org.uk)

