



Schools and Organisations Onboarding Pack

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Overview Video

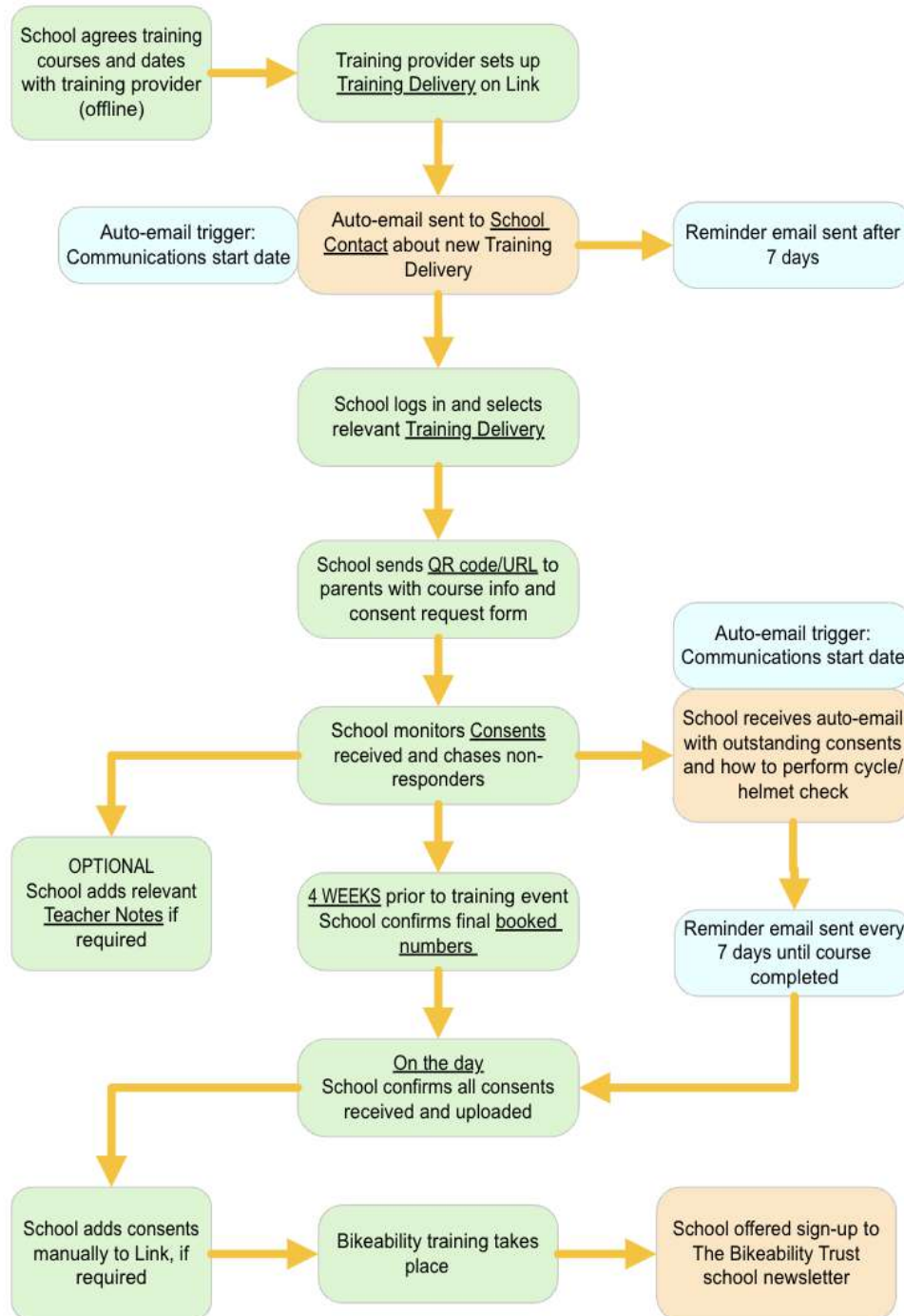
Please watch this video first to help you familiarise yourself with the look and feel of the platform and then read the rest of the guide below to better understand the new Link digitisation functionality.

Video: [School login and course management overview](#)

Please note: The screenshots presented display 'school' written on them, but the functionality will be the same for organisation. You can follow the screenshots below for guidance.



End to end process overview





Link User Guide

Overview

Link is the system used by The Bikeability Trust to administer cycle training. It is the central hub for all rider data and for training providers to monitor consents, training outcomes and feedback for riders.

The school/organisation login allows users to undertake the following functions:

1. Track consents received for Bikeability training
2. Allow The Bikeability Trust to gather rider characteristic data by aggregating information provided
3. Review consents received and add additional notes for instructors
4. Add last minute consents taken by the school on behalf of the parent
5. Add/remove school contacts
6. Confirm the final booked figures for the courses so that your local authority/training provider can be paid for the training

School/Organisation Login

When a training provider adds you as a host organisation, you will be emailed credentials to login to the Bikeability Link system.

<https://link.bikeability.org.uk/login>

Two Factor Authentication

To protect data, access to the Link server requires two factor authentication. You may authenticate access using either Google Authenticator or by receiving an email with a Link to your email account. Google Authenticator is available from the Apple App Store or via Google Play. We recommend Google authentication if possible as this allows instant access. Simply scan the barcode displayed on Link to quickly set-up the app.

At first login, you will be asked to choose your authentication method and to change your password to one that conforms with our basic password requirements. Passwords must have at least 8 characters, 1 capital, 1 number and 1 special character. If your existing password does not meet these requirements, you will be asked to set a new password at first login.

Reauthentication is required at regular intervals or should you change your authentication method or attempt to login from a new device. Once you have set up your password and authentication method, you will be asked to sign in with an authentication code.

1. First update your password to comply with our basic password rules.



My profile

[Update Profile](#) [2FA Method](#)

Update Profile

First Name	Last Name	Email
<input type="text" value="Dini"/>	<input type="text" value="Muse"/>	<input type="text"/>

New Password	Confirm New Password
<input type="password"/>	<input type="password"/>

*Passwords must have at least 8 characters, 1 Capital, 1 numeric and 1 special character

Mobile Number*

*Please add a mobile number. This number will only be used for account recovery. If you do not receive a 2FA code by email and need to select a different 2FA method, then we will text a code to allow you to access your account to select a different authentication method.

Landline Number

UPDATE

2. Then select your preferred two factor authentication method. We recommend using the Google Authenticator app as some organisations have aggressive antispam settings that can sometimes prevent 2FA emails from getting through. If selecting Google Authenticator, scan the barcode or enter the code to add your device and then provide the authentication code to complete set-up. We ask for a mobile number during this set-up process in case you need to reset your account login. The number provided will only be used to send a text message with a validation code in the event that you have trouble logging in. The number is not used for any other purpose.



My profile

[Update Profile](#) [2FA Method](#)

Two Factor Authentication

Two-Factor Authentication (2FA) is now enabled on your account. Please choose either email or Google Authenticator for two factor authentication. Authenticator can be downloaded from [Google Play](#) or the [IOS App Store](#) and is a quick and easy way to access your verification code.

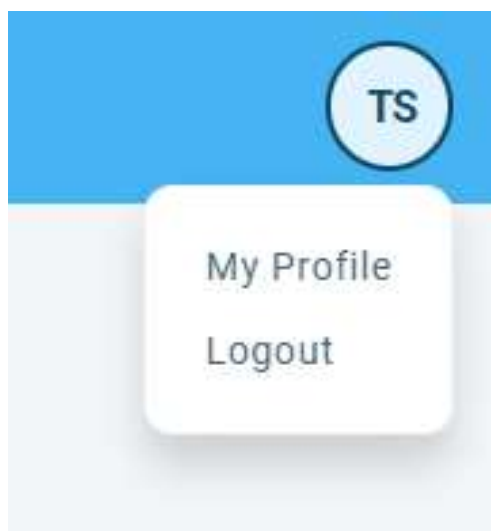
Email

Google Authenticator

Download Google Authenticator from [Google Play](#) or the [IOS App Store](#)

3. You will be automatically logged out once you have selected your validation method and will need to supply a verification code at next login.

To logout of Link or update your profile information including password, please use the top left menu.





Training Deliveries

Use your log-in to access your Link school/organisation page.

link
By Bikeability

DASHBOARD

SCHOOL


VIEW CONTACTS CHORLEY ALL SAINTS CHURCH OF ENGLAND PRIMARY SCHOOL AND NURSERY UNIT

TRAINING DELIVERIES

VIEW CHORLEY ALL SAINTS CHURCH OF ENGLAND PRIMARY SCHOOL AND NURSERY UNIT DELIVERIES

Hi Test!

Welcome to Bikeability Link this afternoon.



SCHOOL

Chorley All Saints Church of England Primary School and Nursery Unit : View/Edit Deliveries

You will see all booked deliveries by clicking "View 'School/Organisation name' Deliveries" on the left-hand side of the page menu.



School Deliveries

Upcoming Completed

Start Date	End Date	Module	Year Group	Provisional Places	Confirmed Booked#	Riders Allocated	Consents Received	Status	
20 August 2024	20 August 2024	Level 1	Y1	3	0	4	5	In Progress	⋮
20 August 2024	20 August 2024	Level 1	Y1	3	0	2	5	In Progress	⋮
5 October 2024	20 October 2024	Level 1	Mixed	10	0	0	0	Delivery Created	⋮

RESET FILTERS

You can view both upcoming and completed deliveries in this section, organised based on the dates entered during the booking process by your training provider.

When a training provider creates a training delivery for your School/Organisation it will appear on this list and status (far right-hand side of the screen) will show as 'Delivery Created'.

Confirm booked figures

This is the number of attendees that the host school/organisation has confirmed will attend. The school/organisation is responsible for confirming the final booked numbers up to the start of the course through to the end date of the course via either a link in the email or via the school/organisation Link login. Email reminders will be sent automatically. If the school/organisation does not confirm the booked figures, then the final confirmed booked figure will default to the attended value.

You can confirm your booked places at any time before the start date of a specific delivery and up until and including the last day that the overall training delivery is due to start.

Video: [How to confirm booked figures](#)

This tutorial video demonstrates how to confirm booked figures for School/Organisation attendance. Learn the importance of updating attendance figures and how to efficiently confirm the number of attending riders.



To confirm a new booking click on the three dots next to the 'Training Delivery Created' status and choose 'Confirm Booked' (you can view it first by clicking on 'View').

School Deliveries

Upcoming Completed

Start Date	End Date	Module	Year Group	Provisional Places	Confirmed Booked#	Riders Allocated	Consents Received	Status	
20 August 2024	20 August 2024	Level 1	Y1	3	0	4	5	In Progress	⋮
16 September 2024	20 September 2024	Level 1 & 2 Combined	Mixed	10	5	0	0	In Progress	⋮
5 October 2024	20 October 2024	Level 1	Mixed	10	0	0	0	In Progress	⋮

View
Confirm Booked
Progress

You can amend the number of places booked by typing in a number in the 'Booked' box.

Confirm Course Places Booked

Delivery Course Details

Please confirm below your final booked number for your forthcoming Bikeability session. You should be entering the number that you now anticipate will be attending the course – this may differ from your initial estimates when you first made the booking. Your final booked number will help your training provider to plan instructor numbers. Once confirmed you'll see the status change from red to green.

Course	Confirmation Status	Confirmed By	Booked#
Level 1 & 2 Combined	UNCONFIRMED		<input type="text" value="0"/>

CONFIRM

By clicking the green 'Confirm' button the status will change from unconfirmed to confirmed.



Confirm Course Places Booked

Delivery Course Details

Please confirm below your final booked number for your forthcoming Bikeability session. You should be entering the number that you now anticipate will be attending the course – this may differ from your initial estimates when you first made the booking. Your final booked number will help your training provider to plan instructor numbers. Once confirmed you'll see the status change from red to green.

Course	Confirmation Status	Confirmed By	Booked#
Level 1 & 2 Combined	CONFIRMED	Shannon Instructor account	<input type="text" value="10"/>

CONFIRM

The status will change to 'In Progress' on the main delivery page when the delivery begins.

Delivery details

Click on the three dots on the far-right side of a delivery and then click 'View' to get an overview of the delivery.

School Deliveries

Upcoming Completed

Start Date	End Date	Module	Year Group	Provisional Places	Confirmed Booked#	Riders Allocated	Consents Received	Status	
20 August 2024	20 August 2024	Level 1	Y1	3	0	4	5	In Progress	⋮
20 August 2024	20 August 2024	Level 1	Y1	3	0	2	5	In Progress	⋮



Delivery Details

IN PROGRESS

Grant

Number: 2023/999999
Label: Springfields Test 23/24
Period: 2023/2024
This delivery event has been created by Ambridge Cycling Society

Phone Number:

Email: contactus@hotmail.com

Grant Recipient

Name: Springfields Council
ID: 999

Summary

TRAINING PROVIDER

Ambridge Cycling Society

START DATE

26 Feb 2024

END DATE

26 Mar 2024

Delivery Location: Seven Sisters Primary School
South Grove
Tottenham
London
N15 5QE

Instructors

Diini Muse 991997/NSI

There are tabs at the bottom of the summary screen with further information. To select any of these tabs, please make sure to click on the actual word (ie 'QR Code' or 'Courses/Consents') rather than just the box itself or the edge of it.



Summary

TRAINING PROVIDER Ambridge Cycling Society	START DATE 23 May 2024	END DATE 23 May 2024
---	---------------------------	-------------------------

Consent Cutoff Date

22nd May, 2024

Instructors

System Admin 9999942/NSI

Delivery Location: Seven Fields Primary School
Leigh Road
Penhill
Swindon
SN2 5DE

-
- QR Code
 - Courses/Consents
 - Riders/Consents
 - Confirm Booking Numbers for Schools

Then scroll down to see the QR codes

QR Code Tab

To see the consent form scroll down and select the 'QR Code' tab. These are the links that will have been sent to parents. Your training provider will provide a letter to share with parents. If you need to reshare, you can reshare the URL digitally or add the QR code to any school communication to parents.



QR Code

Courses/Consents

Riders/Consents

Parental Consent Link and QR Code

URL: <https://staging.consents.bikeability.org.uk/easy-nine-logic>



DOWNLOAD QR CODE (SVG FORMAT)

DOWNLOAD QR CODE (PNG FORMAT)

You have the option to download the QR code in two formats, SVG and PNG.

Courses/Consents Tab

The "Courses/Consents" tab provides a quick snapshot of your course bookings. Here, you can see the number of people who have booked, the riders allocated, and the number of consent forms received.

QR Code Courses/Consents Riders/Consents

Courses in Delivery

CONSENTS RECEIVED FOR DELIVERY

6

Level 1 & 2 Combined (Year Group: Y5)

PROVISIONAL

6

BOOKED

6

RIDERS ALLOCATED

6

ATTENDED

6



Riders/Consents Tab

The 'Riders/Consents' tab is your dashboard for managing all things related to riders and their consents.

Riders & Consents

Where you have received a last minute consent from a parent, you may add the rider and consent data on their behalf using the button below.

ADD RIDER/CONSENT ADD NON-DIGI CONSENT UPLOAD RIDER/CONSENT DATA FROM CSV DOWNLOAD RIDER/CONSENT DATA TO CSV

Name	Year Group	SEND	Medical	Has Bike	Has Helmet	Consent Status	Consent Taken By
Diini Test		School:None Parent/Carer:None	None	No	No	Consent Given	⋮
Mike Test		School:None Parent/Carer:None	None	No	No	Consent Given	⋮
Sarah Test		School:None Parent/Carer:None	None	No	No	Consent Given	⋮
Shannon Test		School:None Parent/Carer:None	None	No	No	Consent Given	⋮

Once entered, all rider details will be displayed below. This includes crucial information such as the rider's name, year group, any Special Educational Needs and Disabilities (SEND), medical conditions, bike and helmet status, and consent status.

Individual rider information can be edited and teacher notes added which will be visible to instructors using the app. For example, if a rider has a special educational need a parent hasn't declared, or a rider who might need to be in a separate group from another rider.

Downloading rider consent details

To download a list of consents received for a training delivery, first view the delivery that you wish to download information for. Click on the 'Riders/Consents' tab at the bottom of the screen



You can use the consent download data to organise riders in to groups and present a list of riders to the lead instructor for each day. Individual instructors can then select the groups that they are working with using the Instructor App.

Name	Year Group	SEND	Medical	Has Bike	Has Helm	Consent S	Consent T	Date of Br	Photograp	Newstette	Primary P	Primary P	Primary P	Secondary	Secondary	Secondary	Emergenc	Emergenc	Emergenc	Bike Chac	Cyclo Abil	Proe Scho	Telephne	Telephn
Charlie Rider		School:No	None	No	No	Consent Given		No	No	Jimmy Che	Jimmy	charliead@example.com							No	No	No			
Dimi muse		School:No	None	No	No	Consent Given		No	No	tory hart		thart@hotmail.com							No	No	No			
Student A 'Y4		School:No	None	Yes	Yes	Consent Given	#####	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		
Student B 'Y4		School:No	None	Yes	Yes	Consent Given	#####	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		
Student C 'Y4		School:No	None	Yes	Yes	Consent Given	#####	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		
Student D 'Y4		School:No	None	Yes	Yes	Consent Given	#####	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		
Student E 'Y4		School:No	None	Yes	Yes	Consent Given	#####	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		
Student F 'Y5		School:No	Nut allergy	Yes	Yes	Consent Given	13-Jun-04	Yes	No	Test user	bikeability	7.96E+09							Yes	My child c	No	No		

Add a manual rider consent

You may occasionally receive last-minute consent for a rider to join the course, which could come by telephone, email, or on a paper form. In this case, you will need to manually add the rider to the system so they can take part in the training. There are two ways to do this: use 'Add Rider Consent' for a quick way to add a single rider or use the 'Basic Upload' option if you need to add multiple riders at once.

After you click on 'Add Rider/Consent', you will have to complete the entire consent form and click the 'create rider & consent' green button at the bottom of the page.

Create Rider for Delivery #68104

Rider Details

Unique Pupil Number (UPN)

First Name

Last Name

Date Of Birth

Year Group

Gender

Ethnicity

SEND Codes



Parent/Guardian Details & Emergency Contacts

Primary Parent/Guardian

First Name

Last Name

Phone Number

Email Address

Secondary Parent/Guardian

First Name

Last Name

Phone Number

Email Address

Emergency Contact

Contact Name

Phone Number

Relationship to Rider

Consent Information

Overall Consent Given

Telephone Consent Given

Child Can Cycle

Has Bike been Checked?

Taken By

Consent Reason/Notes

Does the Child have a Bike

Does the Child have a Helmet

Does the child have special educational needs, or disabilities?

SEND Notes

Is there any information that would be useful to help instructors cater for the child's learning needs?

Medical Notes



Medical Notes

Preferences

Photography Allowed?

Receive Bikeability Club e-newsletter?

Receive Training Provider e-newsletter?

Notes

Teacher notes for instructors

CREATE RIDER & CONSENT

To add multiple rider consents at once, go to the Rider/Consent tab and select 'Upload Rider/Consent Data' (see the image on page 14 for reference). Next, click 'Rider Upload – Basic' to download a copy of the file template. Enter your data into this template, starting with the rider details followed by the parent details.

Rider / Consent Data Upload

Upload CSV Data File

Where you have previously collected consent data prior to onboarding for digitisation, you may upload rider and parent details using the template provided. This facility is only available during the onboarding process. For any new deliveries, please use the digitised consent process and share the URL/QR code for your event.

Rider Upload - Basic

Step 1: Choose a CSV file

SELECT A FILE

CSV only.
Max 4mb.

Step 2: Choose Upload type

BASIC CONSENT UPLOAD

FULL CONSENT UPLOAD (FROM CSV DOWNLOAD)



firstName
lastName
primaryParent.firstName
primaryParent.lastName
primaryParent.email

Next, choose your saved file and upload it. Once uploaded, the list of riders will appear under the 'Riders/Consents' tab. Only upload riders for whom you have received consent.

If you encounter any issues during the upload, check that the consent cut-off date has not passed and that the maximum number of consents has not been reached. If the limit has been reached, please contact your training provider to make the necessary amendments.

The system is strict, so do not:

Add or remove columns.

Change the file name.

Change the file format (it must remain **.csv**).

Leave gaps in any rows.

If you run into issues email: system-admin@bikeabilitytrust.org.

Video walkthrough: [Basic Upload](#)

Group Management

Video walkthrough: [Group Management](#)

The Group Management feature in Bikeability Link allows you to create and manage rider groups for a delivery and then use those groups in the Instructor App.

Groups are set up at the delivery level, not per course, which means the same groups are available across all courses within that delivery. Training providers must enable groups in the delivery for a school to be able to view the groups tab and manage groups; instructors can't edit group structures but can filter riders by group when taking registers and delivering training.



QR Code Courses/Consents Riders/Consents Confirm Booking Numbers for Schools **Group Management**

School ID: 138005

Group Set Up

Number of Groups

Enter how many separate groups you want to create for this delivery.

Auto-Sort Group Size

This is the size of your group, how many people would you like in each group.

Apply Auto-Sort

Tick if you want the system to automatically split riders evenly

Group names will be shown in the instructor app to help identify the group.

Group 1's Name

Group 2's Name

Group 3's Name

Group 4's Name

Save Changes

Reset Groups

Group Management

Once you have created groups, riders will appear here so you can assign them to groups using the tick boxes. You can only assign each rider to one group.

Rider Name	Year Group	Group 1	Group 2	Group 3	Group 4
Shannon Hastings	Y6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wendv Test		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Before you start entering information, it's important to think about how you want to organise your groups. Once you've chosen your setup (number of groups, auto sort settings, etc.) and created the groups, you cannot change these setup preferences without resetting everything and starting again. You will still be able to move riders between groups after creation, but the underlying group configuration will be locked in unless you reset. Enabling 'Apply Auto Sort' will split riders evenly within groups.



The “number of groups” is how many separate groups you want for that delivery. The “auto sort group size” is the number of riders you’d like in each group. Once you’re happy with your chosen setup, click the “setup groups” button to create the groups. Then name your groups and save changes.

Group names will be shown in the instructor app to help identify the group.

Group 1's Name **Group 2's Name** **Group 3's Name**

Group 4's Name

If you are assigning riders manually (i.e. without auto sort), scroll down to the rider list. Each rider will have an option besides their name to select which group they belong to, represented by a dot under each group column. Click the appropriate option beside each rider to place them into their chosen group until everyone is allocated. You can move riders between groups at any time.

Group Management

Once you have created groups, riders will appear here so you can assign them to groups using the tick boxes. You can only assign each rider to one group.

Rider Name	Year Group	Group 1	Group 2	Group 3	Group 4
Adam Test		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AJ Test		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crystal Test		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dilni Test		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Douglas Test		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ellen Test		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emily Test		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerfan Test		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mike Test		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mustafa Test		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Nathaniel Test		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Philip Test		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sammy Test		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sarah Test		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



Once all riders are placed into groups, scroll down to the bottom of the page and click "save groups." From this point, instructors will be able to see group names and use them for filtering in both the register and training screens. If you ever need to change the core setup (for example, reducing or increasing the number of groups), you'll need to use the reset option on the Groups page.

Shannon Hastings Y5

Delete Groups (only if empty)

Groups with assigned riders cannot be deleted. Unassign all riders first.

Save any changes to group memberships here.

School/organisation contacts

You can view, amend and add contacts to your school/organisation account by selecting the 'View Contacts' on the menu on the very left-hand side of the page.

link by bikeability

DASHBOARD

SCHOOL

VIEW CONTACTS SEVEN SISTERS PRIMARY SCHOOL

TRAINING DELIVERIES

VIEW SEVEN SISTERS PRIMARY SCHOOL DELIVERIES

School Contacts

OPTIONS ▾

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group	...
Head Teacher	Dlint	Muse	No	dlint.c.sync@gmail.com	07961255758	Orange	Y5	⋮

You can create a new contact on this page

Create school/organisation contact

To set up a new contact, click on 'Add New Contact'.



School Contacts

OPTIONS ▾

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group	...
Head Teacher	Diini	Muse	No	diini.c.sync@gmail.com	07961255758	Orange	Y5	⋮

[ADD NEW CONTACT](#)

After clicking on 'Add New Contact,' you'll see fields for entering your contact details. Fill them out as required and once you're done, press the 'Create' button to add the new contact to the list.

Create School Contact

School Contact Details

Contact Type:

First Name:

Last Name:

Email:

Telephone:

Class Name:

Year Group:

Is Safeguarding Lead?

[CREATE](#)

Edit contact

If you need to update any contact information, click on the three dots on the right side of the contact and then select 'Edit' to make any changes you want.



School Contacts

OPTIONS ▾

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group	...
Head Teacher	Diini	Muse	No	diini.c.sync@gmail.com	07961255758	Orange		Edit Remove

[ADD NEW CONTACT](#)

After you've made all the necessary changes ensure that the 'Update' button is clicked to save them.

Edit School Contact

School Contact Details

Contact Type:

First Name:

Last Name:

Email:

Telephone:

Class Name:

Year Group:

Is Safeguarding Lead?

[UPDATE](#)

Remove contact

To remove a contact click on the three dots on the right side of their entry and click on them. You'll see an option to 'Remove', click on that



School Contacts

OPTIONS ▾

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group	...
Head Teacher	Diini	Muse	No	diini.c.sync@gmail.com	07961255758	Orange		<div>Edit</div> <div>Remove</div>

[ADD NEW CONTACT](#)

Press ok to remove.

You will be asked for a reason for removing where you can type 'left organisation' or 'no longer Bikeability lead' or another reason for removing them.

Reason for deleting School Contact

Please enter a Reason for Contact Removal

SAVE

The deleted contact will be moved to the bottom of the screen.



School Contacts

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group
Bursar/Office	Eliska	Peskova	No	eliska@bikeabilitytrust.org			Y1

Deleted School Contacts

Deleted contacts may be restored from the list below or permanently deleted

Contact Type	Name	Email	Deleted Reason	Deleted Date
Teacher	Teacher One	teacher.one@bschool.co.uk	Left school	10 October 2024

ADD NEW CONTACT

You can either restore, or fully remove the deleted contact by clicking on the three dots on the right-hand side of the contact.

Deleted School Contacts

Deleted contacts may be restored from the list below or permanently deleted

Contact Type	Name	Email	Deleted Reason	Deleted Date
Teacher	Teacher One	teacher.one@bschool.co.uk	Left school	10 Oct

Restore
Remove

ADD NEW CONTACT

By choosing 'Restore', the contact will appear back on the Contacts list.



School Contacts

Contact Type	First Name	Last Name	Safeguarding Lead	Email	Phone	Class Name	Year Group
Bursar/Office	Eliska	Peskova	No	eliska@bikeabilitytrust.org			Y1
Teacher	Teacher	One	No	teacher.one@school.co.uk			

ADD NEW CONTACT

If you click 'Remove', the contact will be permanently deleted.



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 the Bikeability course
- The standard their child achieved
- YouTube example videos for each outcome
- Individual feedback from the Bikeability instructor
- A digital course badge (in addition to the 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) 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>



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

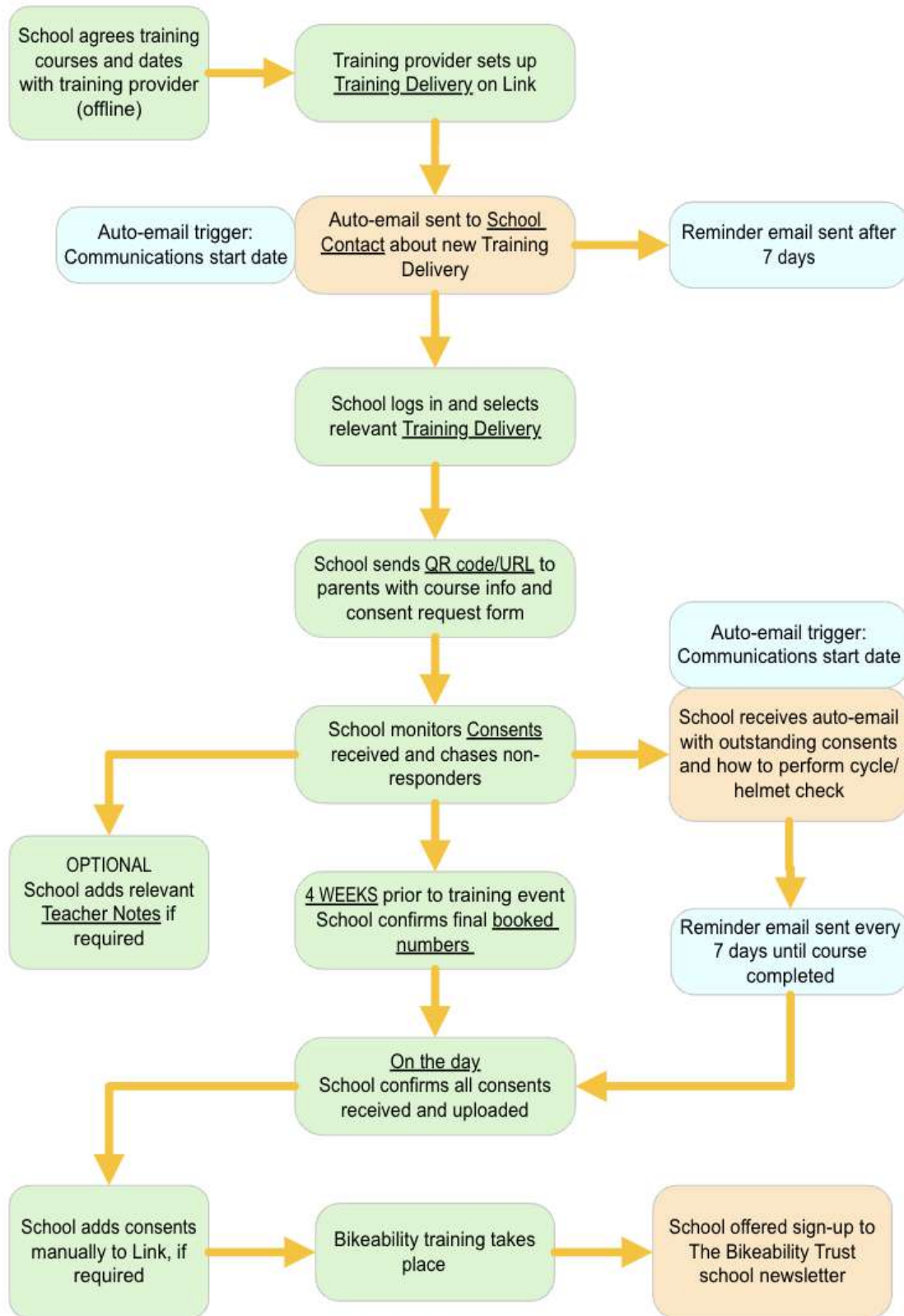
Schools will receive a maximum of four emails between a Bikeability course booking and delivery. All emails will include how many consent forms have been submitted and how many consent forms are outstanding. Two emails will include links to cycle and helmet check videos. These emails are sent under legitimate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

The following emails are examples of the automated emails which are sent by The Bikeability Trust. These have been designed to compliment and support your own emails.

Details included in square brackets, for example [training provider], will be automatically filled with the correct information for the specific course, using data from Link.

The communications team are constantly reviewing and amending these emails, based on open rates and email engagement, so the emails schools or parents receive may be slightly different to the below examples.





1. School booking confirmation

Trigger: Training delivery created

Booking confirmation: Bikeability cycle training

Dear [first name],

[Training provider] has set up a new training delivery on Link for Bikeability cycle training at [school/organisation].

Please follow the link below to access details of the booking: [URL]

If the link does not work, or if you require any further information, please contact [training provider] by emailing [training provider email address].

Please note this is an automated email and replies to this email are not monitored.



2. School booking confirmation reminder

Trigger: 1 week later

Reminder Booking confirmation: Bikeability cycle training

Dear [first name],

[Training provider] has set up a new training delivery on Link for Bikeability cycle training at [school/organisation].

Please follow the link below to access details of the booking: [URL]

If the link does not work, or if you require any further information, please contact [training provider] by emailing [training provider email address].

Please note this is an automated email and replies to this email are not monitored.



3. Pre-course Consent Check

Trigger: Comms start date

Complete Consent Checks & Finalise Numbers

Upcoming Bikeability - action required!

1. It is essential that you check for outstanding consent forms and chase parents who are yet to complete the required information. Children won't be able to take part without a completed form.

2. Confirm your final booked numbers in advance of your forthcoming Bikeability sessions.

Your final booked number is the number that you anticipate will be attending the course. This helps your training provider plan for the right number of instructors and ensures the correct grant funding can be claimed.

https://link.bikeability.org.uk/deliveries/122110/school/138005/show_booking

If the link does not work, or if you require any further information, please contact Ambridge Cycling Society by emailing contactus@hotmail.com.

Please note this is an automated email and replies to this email are not monitored.

Top tip!

If you are providing cycles for your pupils, it's important to check that they are fit and safe to ride before Bikeability cycle training begins.

Watch our cycle check video

Watch our 60 second video to make sure your school's cycles are ready to ride.

[Watch here](#)



4. Pre-course Consent Check Reminder

Trigger: 7 days later

Check outstanding consents for Bikeability cycle training

We hope pupils at [school/organisation] are looking forward to their Bikeability cycle training.

Please follow the link below to access details of the booking and view outstanding consents.

[URL]

It is essential that you check for outstanding consent forms and chase parents who are yet to complete the required information. Failure to complete the form will mean a child cannot take part in Bikeability.

If the link does not work, or if you require any further information, please contact [training provider] by emailing [training provider email address].

Please note this is an automated email and replies to this email are not monitored.

Top tip!

Want to embed cycling in your school? Our learning resources are packed full of engaging lessons linked to the curriculum, relevant for Early Years and Key Stages 1 and 2.



Download Tools for Schools

Includes lesson plans, activities
and curriculum-led resources.

Download



5. Outstanding consents reminder

Trigger: 7 days later

Check your outstanding Bikeability consents

There's not long to go until Bikeability heads to [school/organisation].

All pupil consent forms must be received before Bikeability cycle training takes place.

Please follow the link below to access details of the booking and view outstanding consents:

[URL]

If the link does not work, or if you require any further information, please contact [training provider] by emailing [training provider email address].

Please note this is an automated email and replies to this email are not monitored.



6. Pre-course Final Reminder

Trigger: 4 days later

Final reminder: Are you ready for Bikeability?

We're counting down until [school/organisation] takes part in Bikeability!

This is your final reminder that all pupil consent forms must be received before Bikeability cycle training can take place.

Please follow the link below to access details of the booking and view outstanding consents:

[URL]

If you have any final questions about your Bikeability cycle training, please contact [training provider] by emailing [training provider email address].

Please note this is an automated email and replies to this email are not monitored.



Parents

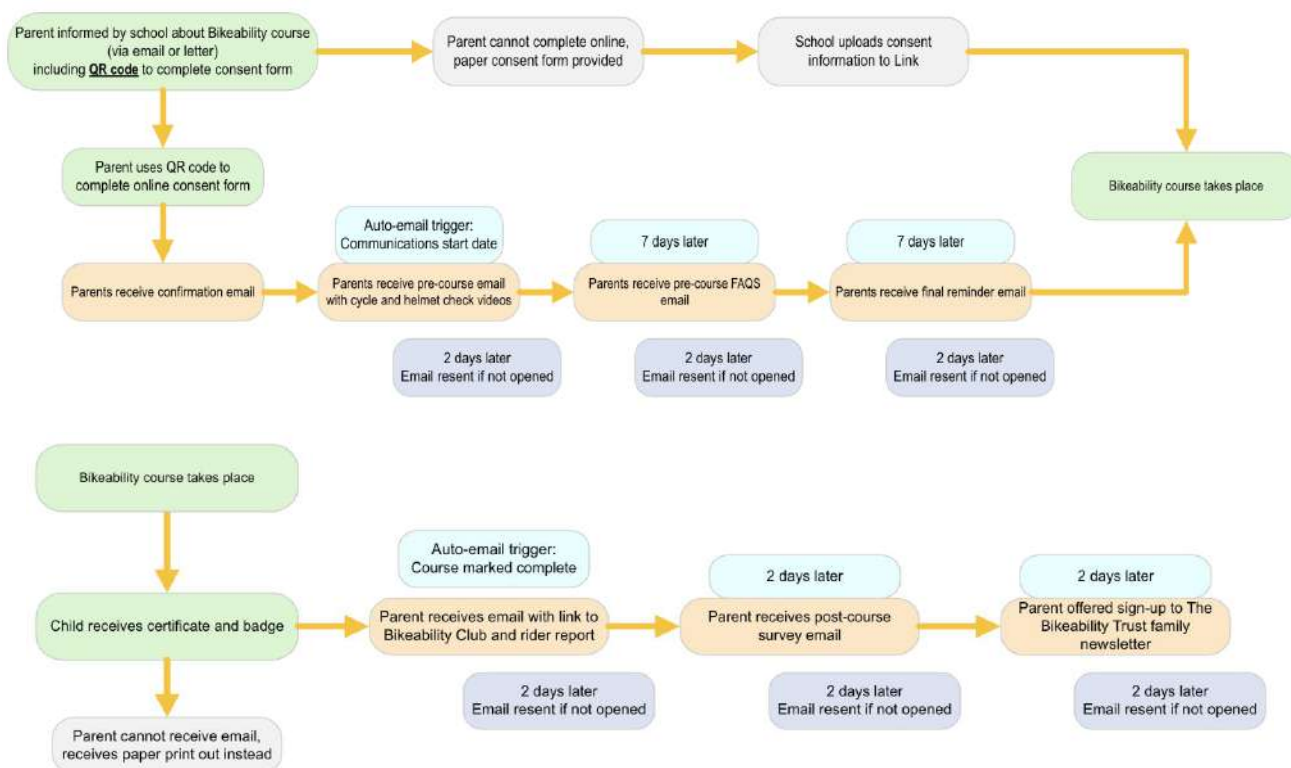
Parents will receive a series of emails in the run up to their child's Bikeability course. This will include cycle and helmet check videos, FAQs and a reminder for the course start date. After the course has been completed, parents will be sent a unique URL to access their child's rider outcomes and 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.

The following emails are examples of the automated emails which are sent by The Bikeability Trust. These have been designed to compliment and support your own emails.

Details included in square brackets, for example [training provider], will be automatically filled with the correct information for the specific course, using data from Link.

The communications team are constantly reviewing and amending these emails, based on open rates and email engagement, so the emails schools or parents receive may be slightly different to the below examples.



1. Consent received confirmation email



Trigger: Parents completes online consent form

We've received [child name]'s Bikeability consent form!

Dear [PARENT NAME]

Good news! We've received your consent for [child name] to take part in a Bikeability cycle training course at [school/organisation].

Cycle training will be ran by [training provider] and they will be in touch with you and [school/organisation] with next steps.

If you do not own your own cycle, [training provider] will also provide information whether cycles or helmets are available to borrow.

Please note this is an automated email and replies to this email are not monitored. If you have any questions, please get in touch with [school/organisation] or [training provider] by emailing [training provider email address].

2. Cycle and Helmit Check



Trigger: Comms Start Date

Check your cycle is ready for Bikeability

Dear [parent name],

Good news! [Child name] is booked to take part in a Bikeability cycle training course at [school/organisation].

If you have been asked to provide your own cycle, follow our top tips to ensure your child is ready to ride.

If you are unsure on whether you should bring your own cycle or not, please contact [training provider] by emailing [training provider email address].

Getting ready for Bikeability is easy as 1, 2, 3...



1. Watch our cycle check video

Watch our 60 second video to
make sure your child's cycle is
ready to ride.

[Watch here](#)

2. Fit your helmet properly

Find out how to fit your child's helmet properly in less than a minute.

[Watch here](#)



3. Your child is ready to ride!

But if you have any other questions, take a look at our FAQs.

[FAQs](#)

Please note this is an automated email and replies to this email are not monitored. If you have any questions, please get in touch with [school/organisation] or [training provider] by emailing [training provider email address].

Follow Bikeability!





3. Pre-Course Top Tips

Trigger: 5 days later

Frequently Asked Questions, answered

[Child name] is booked to take part in a Bikeability cycle training course at [school/organisation] - and we hope they're as excited as we are!

Here are some of our most frequently asked questions, answered, to help you get ready for [child name]'s cycle training.

Does my child have to bring their own cycle?

[Training provider] should have told you if cycles will be provided or not, but if you aren't sure, then please email [training provider email address].

If you do need to bring your own cycle, [watch our 60 second guide](#) on how to check it's safe and ready to ride before the course starts.

What should my child wear?

Normal, comfortable clothes are all [child name] will need, just no baggy trousers or long coats. Don't forget to add layers in the winter and pack sunscreen in the summer.

What if the weather is bad?

Poor weather is a part of life and so is learning to cycle in it! Bikeability cycle training takes place in all weathers, so make sure [child name] is prepared.

Unless the weather is very bad, training will go ahead whatever the weather - so make sure you pack layers and waterproof clothing.

Any other questions?

[Visit our FAQs page](#) for more questions and answers.

For specific questions about Bikeability at [school/organisation] with [training provider], please email [training provider email address].

Please note this is an automated email and replies to this email are not monitored.



4. Pre-Course Final Reminder

Trigger: 7 days later

Reminder: Bikeability cycle training

Dear [parent name],

Don't forget, [child name] is booked to take part in a Bikeability cycle training course at [school/organisation] soon.

If you have any last minute queries, please contact [school/organisation] or [training provider] by emailing [training provider email address].

Want to understand more about what [child name] will learn?

Watch our handy one minute explainer.

Watch now

Please note this is an automated email and replies to this email are not monitored.



Parent Outcomes Journey: Post-Course

1. Post-Course Rider Report

Trigger: Course completed

[Child name] did it!

Congratulations to your child for completing their Bikeability course at [school/organisation] with [training provider].

Visit the Bikeability Club to read their rider report.

Your child's report: [URL]

The rider report includes information on what skills learnt on their Bikeability course and some personal feedback from their cycling instructor.

But there's more - the Bikeability Club is a new place to go for all things cycle skills:

- Take part in fun virtual games designed to help you and your child improve your cycling knowledge.
- Win virtual badges by carrying on cycling, with rewards from brilliant brands.
- Earn points for your school and compete against schools enjoying Bikeability across the country!

Let's go: [URL]

2. Parent Survey

Trigger: 2 days after Post-Course Rider Report

Please share your views

**[Child name] recently completed a
Bikeability cycle training course. Well
done!**

We'd love to hear your thoughts about the course and if Bikeability has given your child more confidence to cycle. The survey takes just a few minutes

[Complete the Survey](#)

Thank you for your feedback!



Want to continue your Bikeability journey? Sign up to our newsletter to hear more about brilliant cycle events, inspirational stories and exclusive competitions.

[Sign up to our newsletter.](#)

Please note this is an automated email and replies to this email are not monitored. If you have any questions, please get in touch with [school/organisation] or [training provider] by emailing [training provider email address].



Other emails that could be received by parents depending on circumstances:

1. Rider Withdrawn Notification

Trigger: Child withdrawn on Instructor App

**[Child name] has been
withdrawn**

Dear [parent name],

Unfortunately, [child name] is no longer able to take part in the Bikeability course they were due to complete. Here's the message from their instructor:

[Rider withdrawn feedback]

Replies to this email are not monitored. If you have any questions, please contact your training provider [training provider] by emailing [training provider email address].

2. Kit Check



Trigger: Kit check feedback submitted on Instructor App

[Child name]'s Bikeability instructor has some feedback

Dear [parent name],

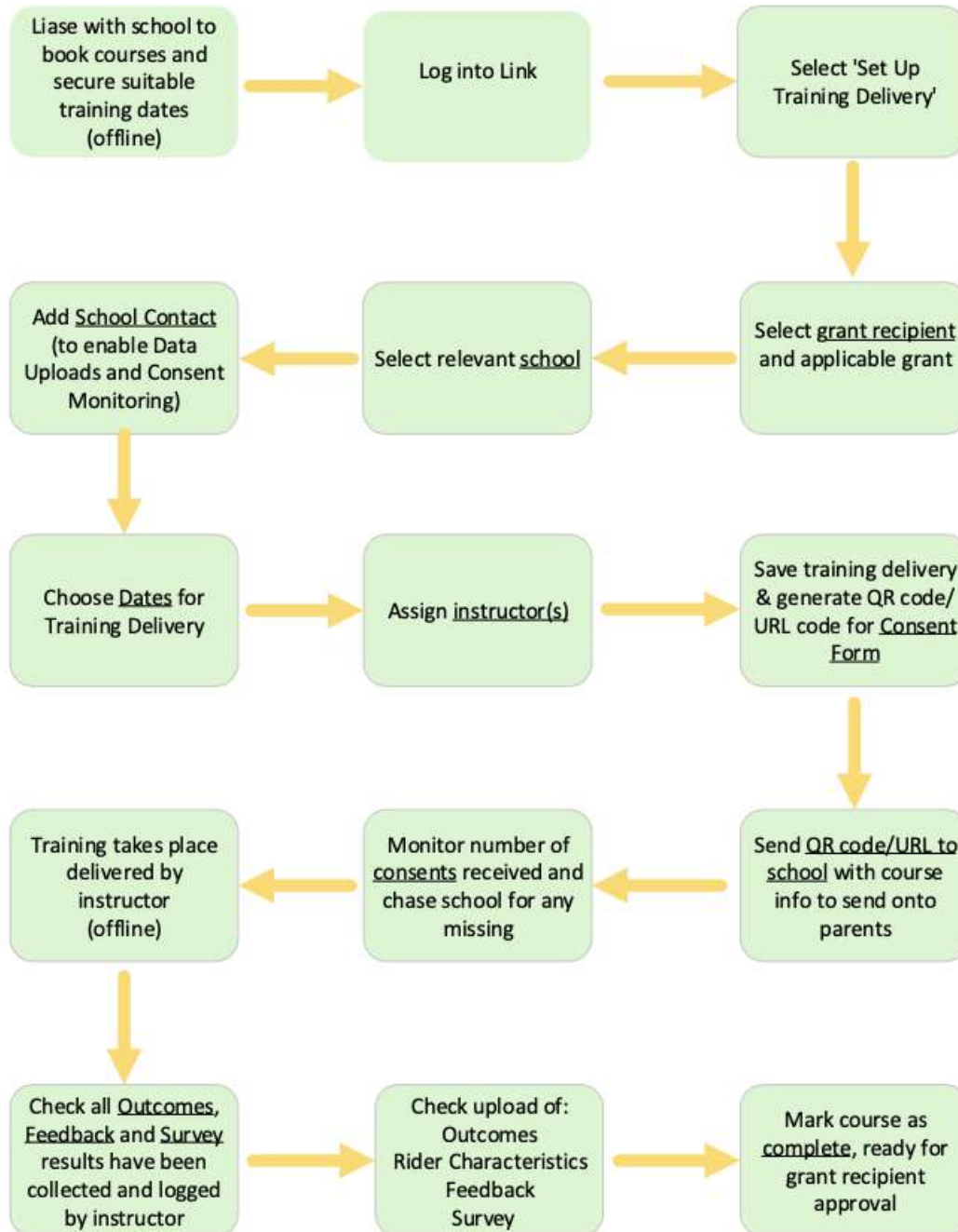
[Child name]'s Bikeability instructor has submitted some feedback about your child's kit or cycle. Here are the details:

[Kit check feedback]

Replies to this email are not monitored. If you have any questions, please contact [training provider] by emailing [training provider email address].



Supplementary documents Training provider user journey



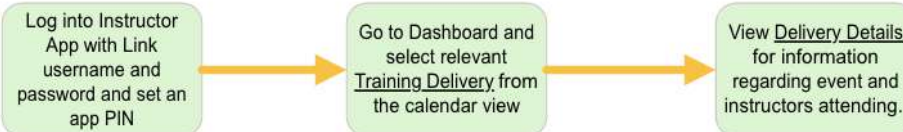


Instructor user journey

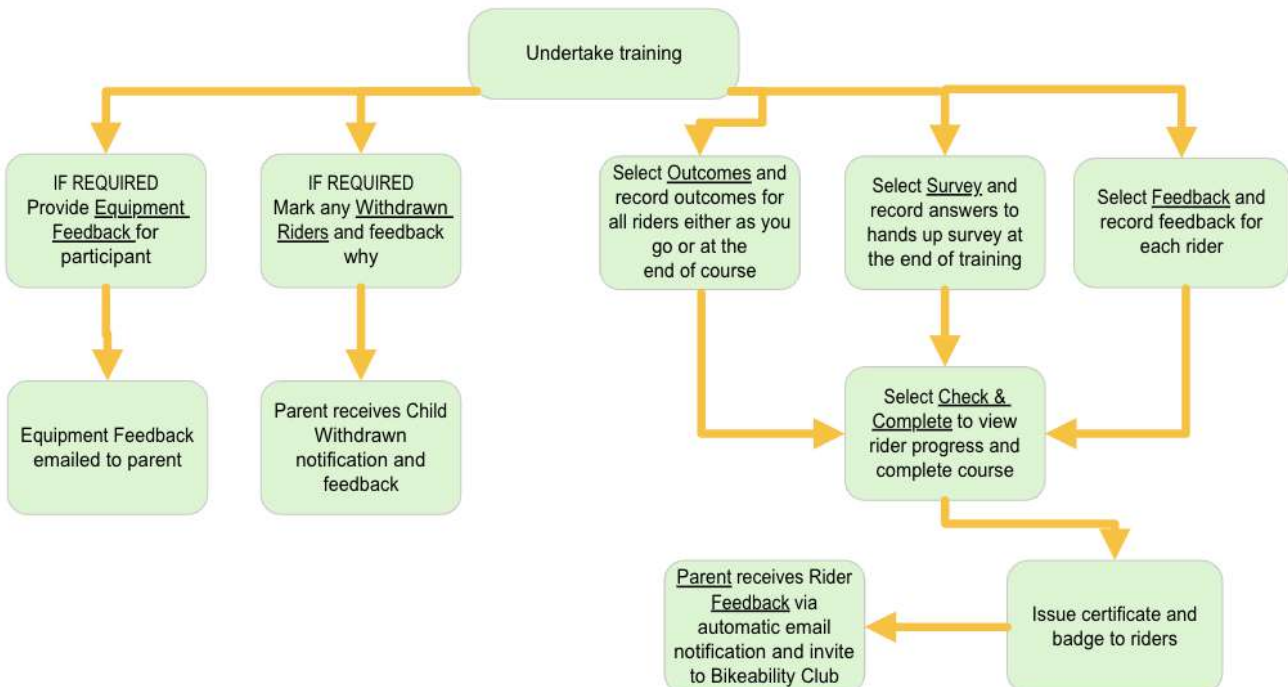
Before course starts

Instructor allocated to work Bikeability course (via own system)

Before you arrive

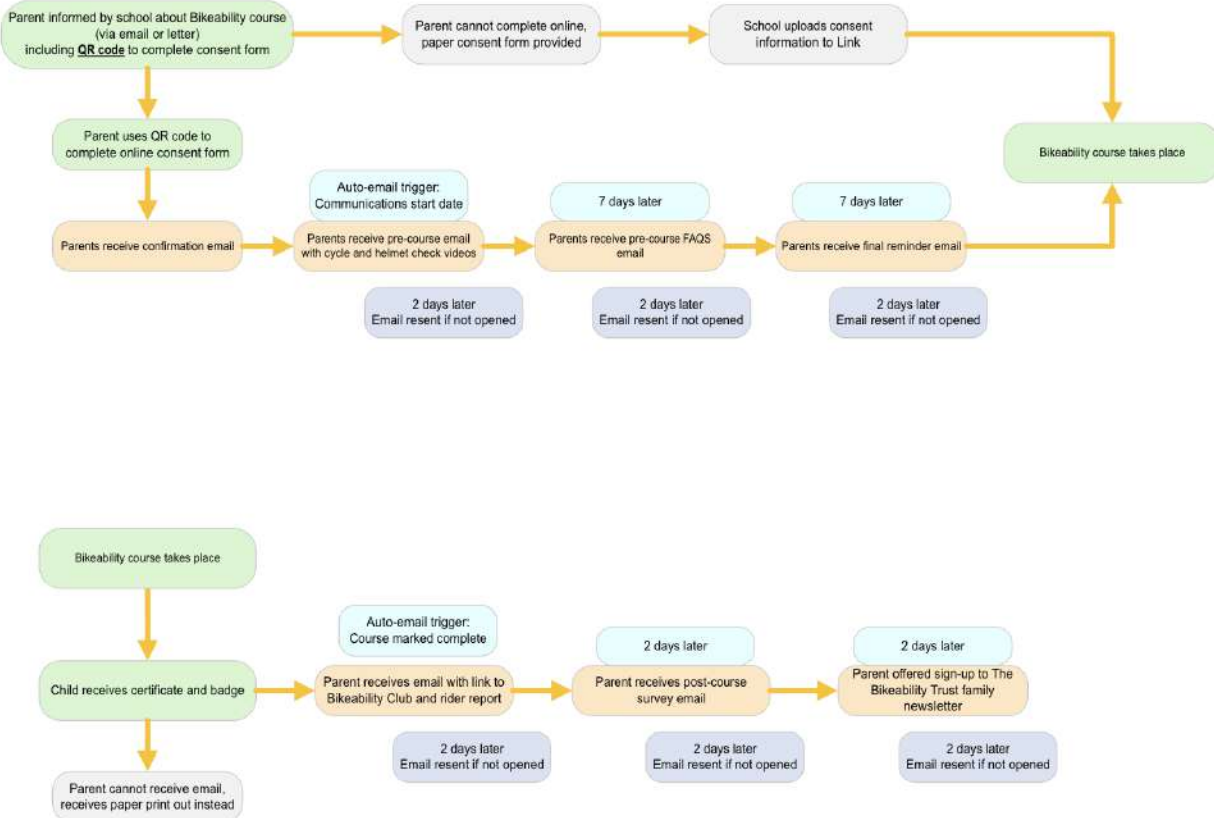


When you arrive





Parent user journey





GDPR

Digitisation Data Sharing Role Diagram

The law specifically defines different parties and the role they play when personal data is gathered and processed for any given purpose. Broadly, there are two roles and a party (any organisation including a sole trader or partnership) must understand which it is before any personal data is processed.

With reference to the Digitisation Data Sharing Role diagram, you will note that The Bikeability Trust acts as both a processor and controller as defined as follows:

A **data controller** is a party that determines why data is processed, what data may be gathered, the purpose for the processing activity, how long it may be retained and who it may be shared with. A controller of data must be registered with the Information Commissioner's Office (ICO), have a policy and be responsible for all personal data it may use to achieve any given purpose it has identified.

A **data processor** is a party that processes data but only because it has been instructed to do so by another organisation acting as a data controller. It may only process the data in accordance with the instructions it has received. Typically, these instructions will be in an agreement. It does not need a data protection policy to guide it as the instruction provides the guidance. It may also be a data controller but for a different purpose. For example, The Bikeability Trust is a data controller for most of its activities, but for the purposes of providing access to the app, it is a data processor providing services to the training providers and instructors which include secure access to the personal data of children.

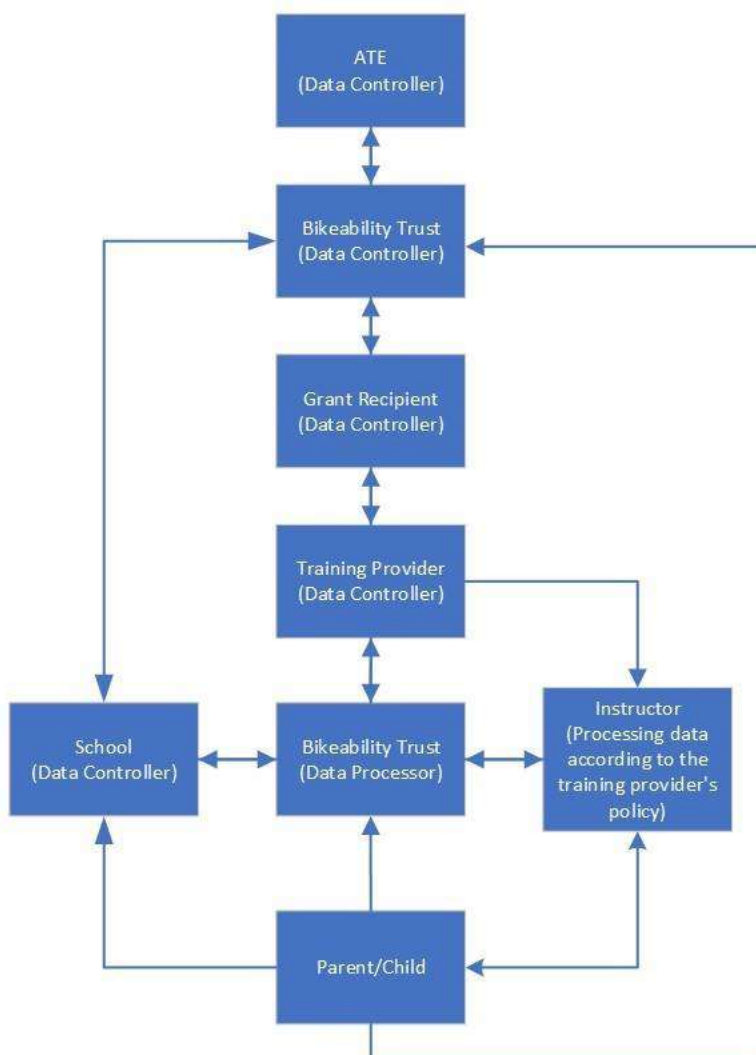
We have identified different roles where we make determinations or decisions about the data and where we don't. For example, where we store the data you upload to the Instructor App, we are not making any decisions, merely providing safe storage for you, and ensuring you can access the data you upload when required. In this way, we are a processor acting on your behalf as the data controller. However, where we may use the data to make determinations such as the effectiveness of the scheme, or for analytical or reporting purposes, we are the controller of the data. **A training provider will be a data controller.** For illustrative purposes only, an instructor who is a third party to a provider, is likely to be a data processor to the provider who will be the data controller. However, this can vary so if you are in doubt, you should take legal advice.

Where each party is a data controller they may process the data in accordance with their policy, the parties may also share such data with other controllers where it has established a clear purpose as defined in the diagram.

Each party must establish a lawful basis for processing the data. Such bases may be different depending upon the purpose that has been identified. There must also be a lawful basis to share the data with another party to the agreement.

A controller to processor agreement between the training provider and the Trust, should be in force. Where the Trust acts as a processor the UK GDPR Article 28 processor clauses should be

included in the contractual agreement. A controller-to-controller data sharing agreement should also be in force between the training provider and school.



Flow Diagram Roles and Explanations

Data Processors

The Bikeability Trust

For the purposes of providing the Instructor App. The Bikeability Trust's responsibilities include securely storing the data uploaded and ensuring access to the data for all authorised parties. They do not determine what data is uploaded. In this case, they are the data processor who is working on behalf of the controller who use the Instructor App.



Instructors

Instructors are responsible for delivering Bikeability training and follow the instructions of the training provider, for example, the date training will be delivered. This makes the instructor a data processor. The associated training provider is responsible for making sure the instructor has appropriate instructions.

Data Controllers

Active Travel England

Active Travel England processes personal data to determine the outcome of the project. Information may be anonymised, this information is not applicable to the law.

The Bikeability Trust

The Bikeability Trust measures the progress of the project and determines the best way to achieve various objectives connected to the project.

Grant recipients

The grant recipient decides how to deliver the training and who will deliver it.

Training providers

The training provider decides how best to meet its obligations when delivering Bikeability training. Making these decisions make the training provider a data controller.

Schools

For the purpose of ensuring children and their parents/carers can access the course information. They may determine who attends the course and when.

Parents/Carers and Child Riders

The parent/carer and child rider are not subject to data protection law. They are neither a data controller or data processor. Any personal data they handle or share is referred to as "domestic" use. However, they do have UK GDPR information rights that all parties must uphold.

Offline documents/ Paper templates



There may still be circumstances where a parent is unable to complete a digital consent form. A paper-based template is provided for that purpose. Please ensure that the information is added to Link through your school login so that the Bikeability instructors can record course outcomes and feedback for the riders. Riders can only be added via the school consent login or via direct response to the consent form.

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

Training providers are required to submit rider characteristics for each course they run as a condition of receipt of grant funding. They may either collect this data directly during consent or may ask you directly for the information, in which case the Rider Characteristic Form can be completed and given to your training provider.

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