

# The HUB: Guidance and Useful Steps for Members and Parents/Guardians.



**BRITISH  
TAEKWONDO**

## Table of Contents

1.0 Requirements to Become a British Taekwondo Coach.....	3
2.0 Creating Your 'Coach' Profile on 'The Hub'.....	4
3.0 How to Register Your Club in The Hub.....	5
4.0 Paying for Your Own Membership/Insurance/Disclosure Check/Club Affiliation .....	6
5.0 Using The Hub to Add Members (Lead Coaches only).....	7
6.0 Using The Hub to Add Instructors (Lead Coaches only).....	7
7.0 Submitting a Membership Renewal Application for Your Members.....	8
8.0 Processing Payments for Members: .....	8
9.0 Renewing Membership/Insurance/Disclosure Check for Your Coach .....	9
10.0 Moving Members Between Your Own Clubs.....	9
11.0 Transferring Your Member to Another Coaches Club .....	10
12.0 Updating a Member's Login Details.....	10
13.0 Converting a Member to a Coach .....	11

## 1.0 Requirements to Become a British Taekwondo Coach

Below are our current British Taekwondo requirements to become a registered British Taekwondo Coach.

### **Main Club Coach**

- At least 18 years of age
- Minimum of 1st Dan (photos/scans of Kukkiwon certificates to be emailed to British Taekwondo membership services department)
- Have current British Taekwondo Membership and Insurance through The Hub
- Have full disclosure checks clearance with British Taekwondo (Please email [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) for further disclosure check guidance).

### **Assistant Club Coach**

- At least 18 years of age
- Minimum of 1st Dan (photos/scans of Kukkiwon certificates to be emailed to British Taekwondo membership services department)
- Have current British Taekwondo Membership and Insurance through The Hub
- Have full disclosure checks clearance with British Taekwondo (Please email [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) for further disclosure check guidance).

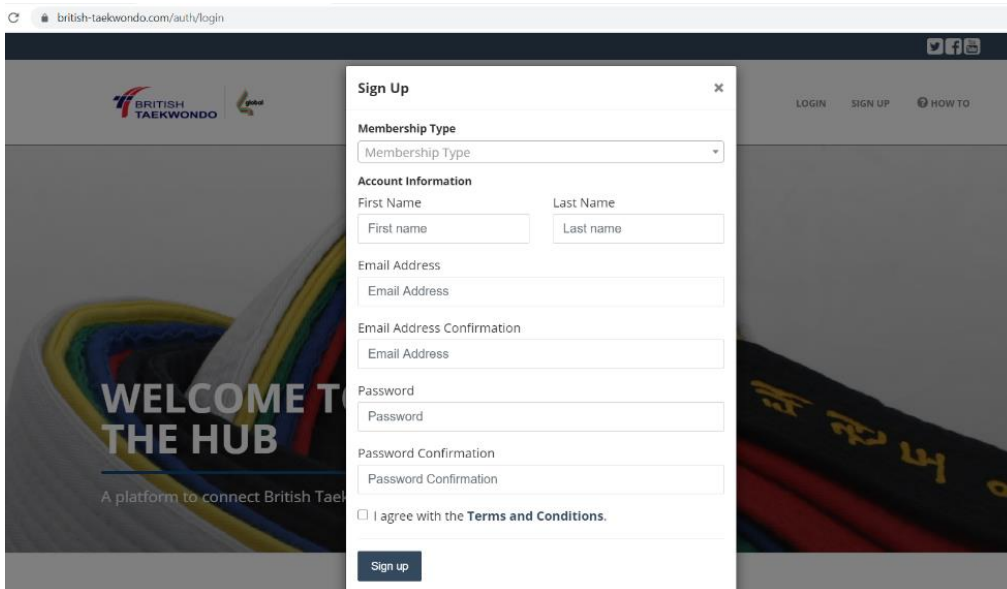
### **Junior Assistant Club Coach (can only instruct under supervision)**

- 16 – 17 years of age
- Minimum of 1st Dan (photos/scans of Kukkiwon certificates to be emailed to British Taekwondo membership services department)
- Have current British Taekwondo Membership and Insurance through The Hub
- Have full disclosure checks clearance with British Taekwondo (Please email [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) for further disclosure check guidance).

## 2.0 Creating Your 'Coach' Profile on 'The Hub'

Below are the steps to follow to create your coach Hub profile.

- Please click on this link [www.british-taekwondo.com](http://www.british-taekwondo.com) to reach our British Taekwondo Hub registration page.
- Click 'Sign Up'
- Select 'Instructor' from the drop-down menu and enter all of the required details and click 'Submit'
- You will then receive a verification email to complete the set-up of your profile
- Once you have clicked on the verification link, you will be able to log into your new profile in The Hub and complete the set-up of you member profile.



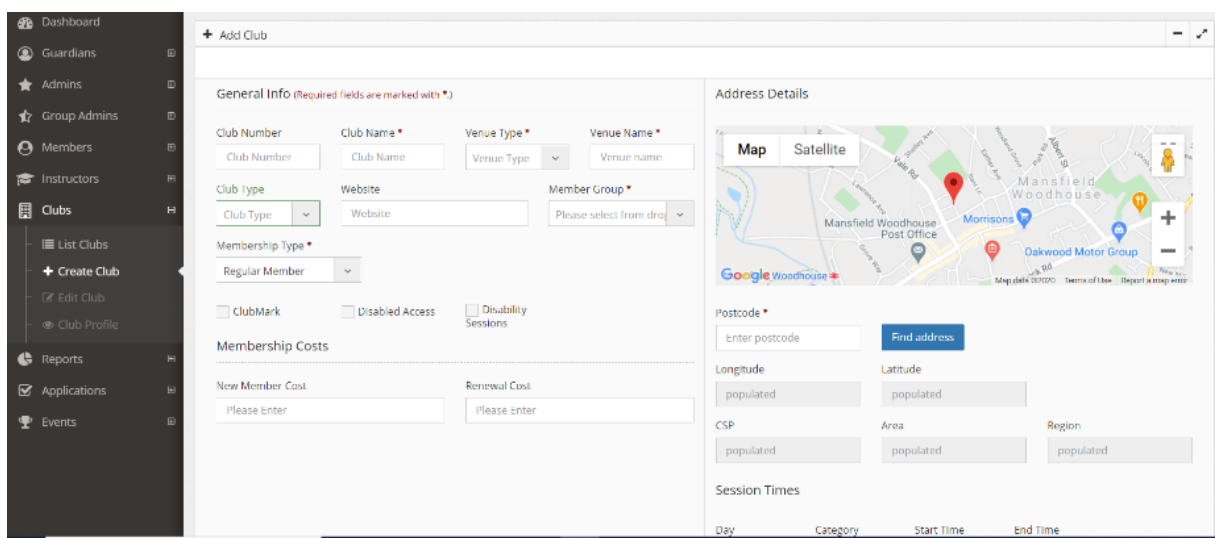
The screenshot shows a web browser window with the URL [british-taekwondo.com/auth/login](http://british-taekwondo.com/auth/login). The page features the British Taekwondo logo and a navigation menu with 'LOGIN', 'SIGN UP', and 'HOW TO'. A 'Sign Up' modal form is displayed in the center. The form includes a 'Membership Type' dropdown menu, an 'Account Information' section with 'First Name' and 'Last Name' fields, 'Email Address' and 'Email Address Confirmation' fields, 'Password' and 'Password Confirmation' fields, and a checkbox for 'I agree with the Terms and Conditions'. A 'Sign up' button is located at the bottom of the form. The background of the page shows a banner with the text 'WELCOME TO THE HUB' and 'A platform to connect British Taekwondo'.

**Please note:** Instructors **MUST NOT** deliver any sessions until they have **full disclosure check clearance** with British Taekwondo **and** have current **British Taekwondo Membership and Insurance**.

## 3.0 How to Register Your Club in The Hub

Below are the steps to follow to create your BT club:

1. Log into your Hub profile and find the heading 'Clubs' on the left hand-side of your profile page
2. Click on 'Clubs' followed by 'Create Club'
3. On the next page you will need to enter all of the required details. Once completed click 'Submit' at the bottom of the page to save your club profile.



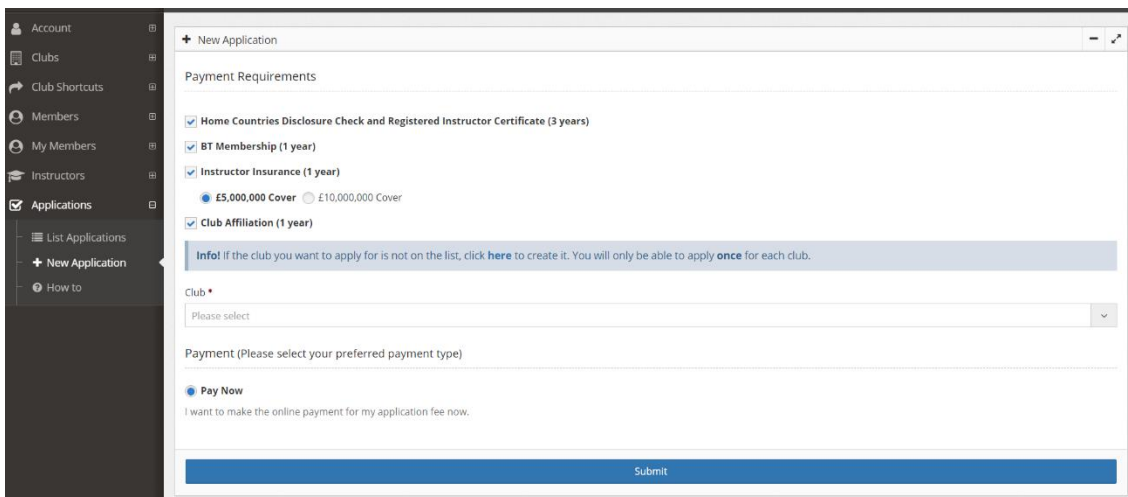
The screenshot shows the 'Add Club' form in The Hub interface. The form is divided into several sections:

- General Info (Required fields are marked with \*):**
  - Club Number: Text input field.
  - Club Name \*: Text input field.
  - Venue Type \*: Dropdown menu.
  - Venue Name \*: Text input field.
  - Club Type: Dropdown menu.
  - Website: Text input field.
  - Member Group \*: Dropdown menu with the text 'Please select from dro...'.
  - Membership Type \*: Dropdown menu with 'Regular Member' selected.
  - ClubMark:
  - Disabled Access:
  - Disability Sessions:
- Membership Costs:**
  - New Member Cost: Text input field with 'Please enter' placeholder.
  - Renewal Cost: Text input field with 'Please enter' placeholder.
- Address Details:**
  - Map: Google Maps showing the location of Mansfield Woodhouse. A red pin is placed on the map.
  - Postcode \*: Text input field with 'Enter postcode' placeholder and a 'Find address' button.
  - Longitude: Text input field with 'populated' placeholder.
  - Latitude: Text input field with 'populated' placeholder.
  - CSP: Text input field with 'populated' placeholder.
  - Area: Text input field with 'populated' placeholder.
  - Region: Text input field with 'populated' placeholder.
- Session Times:**
  - Day: Text input field.
  - Category: Text input field.
  - Start Time: Text input field.
  - End Time: Text input field.

## 4.0 Paying for Your Own Membership/Insurance/Disclosure Check/Club Affiliation

Below are the steps to follow to pay for your coach applications:

1. Log into your account in The Hub
2. Look at the black drop-down menu on the left-hand side of your screen. Click on 'Applications' followed by 'New Application'
3. On the next page, the applications page, you will be able to see any applications that require a payment or are due for renewal. You can then select the applications you wish to pay for by ticking or unticking the tick boxes. Once you are happy with your selection, you will need to press 'Submit'
5. On the next page, you will be asked to make the payment online via PayPal or WorldPay (using a Credit or Debit Card).



**Please note:** Once a payment has been made from your profile, British Taekwondo will need to approve of the application(s) before they go live onto your profile. This may take up to 24 hours to action before your applications are updated on your Hub profile.

## 5.0 Using The Hub to Add Members (Lead Coaches only)

Below are the steps to follow to add a member to your club account:

1. Log into your account in The Hub
2. Look at the black drop-down menu on the left-hand side of the screen and click on 'Members' followed by 'Create Members'. **DO NOT click on 'My Members', as this section is for any member who shares the same personal details as yourself (e.g. family members)**
3. On the next page you will need to enter all of the required details. Once completed click 'Submit' at the bottom of the page to save your member's details
4. We now advise that you pass on the login details for your members account to the member themselves so that they can access their own account.

**Please note:** Once a member has been created they will show under your active members list and their membership application will automatically appear in your payment box (steps for member payments are further through this guide).

Members can create their own profiles if they so wish. They will need to follow the steps on page 4 of this guide and select '**member**' instead of 'instructor'. Alternatively, they should refer to the "The Hub Guide for Members and Parents" for more information.

## 6.0 Using The Hub to Add Instructors (Lead Coaches only)

Below are the steps to follow to add a coach to your club account:

1. Log into your account in The Hub
2. Look at the black drop-down menu on the left-hand side of the screen and click on 'Instructors' followed by 'Create Instructor'
3. On the next page you will need to enter all of the required details. Once completed click 'Submit' at the bottom of the page to save your instructor's details
4. We now advise that you pass on the login details for your coach's account to the coach themselves so that they can access their own account.

**Please note:** Once a coach has been created, they will show under your active instructors list. Steps for coach payments are further through this guide.

## 7.0 Submitting a Membership Renewal Application for Your Members

As the lead instructor of a British Taekwondo club, you can renew your student's memberships on their behalf by using the following process:

1. Login to your Hub profile
2. Find the member under your members list (click on 'Members' followed by 'List Members')
3. Look under the actions section and click on the green 'Renew' button for this member, this will take the member to your 'Awaiting Payment Applications' section. For payment information, there are more steps further through this guide.

	Emily Moore	24-11-1994	1365942	Kicksister	30-09-2019	Rhiannon Prestige Kicksister	Never					
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Showing 1 to 2 of 2 entries (filtered from 15,491 total entries)

Previous 1 Next

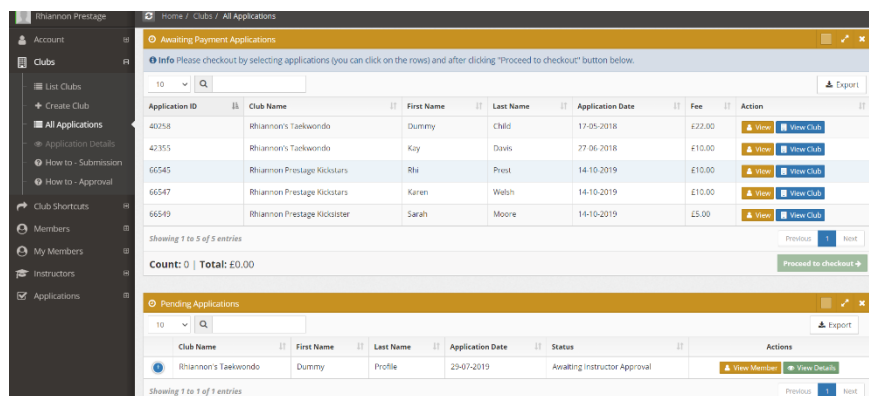
## 8.0 Processing Payments for Members:

Below are the steps to follow to process payments for your members:

1. Login to your Hub profile
2. Click on 'Clubs' followed by 'All Applications'
3. Scroll down on this page to the section that is called 'Awaiting Payment Applications'. You will then find the members who have their membership renewal applications submitted, in this section

(If members themselves have gone into The Hub to submit their membership applications, they will appear in the section just below 'Pending Applications'. Here you will need to click on 'View Details' and then either approve or decline their membership application. If approved, they will then move up to the awaiting payments once you have done this. If deleted, they will be removed from your payment page)

4. Now click on the names that you would like to pay for, so that they turn a dark grey
5. Then click on the green button which says 'Proceed to Checkout'
6. On the next page, you will be asked to make the payment online via PayPal or WorldPay.



Application ID	Club Name	First Name	Last Name	Application Date	Fee	Action
40258	Rhiannon's Taekwondo	Dummy	Child	17-05-2018	£22.00	
42355	Rhiannon's Taekwondo	Kay	Davis	27-06-2018	£10.00	
66545	Rhiannon Prestige Kickstarters	Rhi	Prest	14-10-2019	£10.00	
66547	Rhiannon Prestige Kickstarters	Karen	Welsh	14-10-2019	£10.00	
66549	Rhiannon Prestige Kickstarters	Sarah	Moore	14-10-2019	£5.00	

Showing 1 to 5 of 5 entries

Count: 0 | Total: £0.00

[Proceed to checkout](#)



## 9.0 Renewing Membership/Insurance/Disclosure Check for Your Coach

The following process can be used by lead instructors to renew license's for instructors:

1. Login to your Hub profile
2. Find the coach under your instructors list (click on 'Instructor' followed by 'List Instructors')
3. Look under the actions section and click on the black 'impersonate' button for this coach
4. From here you will be able to renew/pay for any applications for the selected coach, as you would for yourself via the following steps: 'Applications' followed by 'New Application', click submit at the bottom and then this will then take you to the payment page.

Once you have processed the application, remember to click **stop impersonating** which will be in the top right corner of the page. This will then take you back to your own profile.

**Please note:** Once a payment has been made from your profile, British Taekwondo will need to approve of the application(s) before they go live onto your profile. This may take up to 24 hours to action before your applications are updated on your Hub profile.

## 10.0 Moving Members Between Your Own Clubs

If you are the lead instructor of a number of clubs, you are able to move your members between these clubs by using the following steps:

1. Log into your Hub profile
2. Look at the black drop-down menu on the left-hand side of the screen, click on 'Members', followed by 'List Members'
3. Find the member you wish to move between two of your clubs. Look under the actions section and click on the blue 'Edit' button next to this member's name
4. This will take you to a page where you can edit your members details. One of the first options on this page will say 'Clubs', with a drop-down menu under it. Click on this drop-down menu and select the club you would like your member to be showing under
5. Scroll down to the bottom of the page and click 'Submit'.

**Please Note:** If you do not press the 'Submit' button, this change will not be saved.

## 11.0 Transferring Your Member to Another Coaches Club

If one of your members wishes to change clubs or a new member wishes to join your club, they will need to email [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) the following information to request this change:

1. Send a written request (letter or email) to British Taekwondo membership services including name, membership number and date of birth
2. Provide details of the existing club and the club you wish to transfer your membership to
3. State the reason(s) for wishing to leave.

*If the individual membership is for a child or vulnerable adult, then the parent or legal guardian with responsibility and access to the membership profile on the hub should contact membership services.*

Please also make sure you read our 'Transfer of Membership' policy:

<https://www.britishtaekwondo.org.uk/wp-content/uploads/2014/12/Transfer-of-membership-policy.pdf>.

## 12.0 Updating a Member's Login Details

If you are the lead instructor of a British Taekwondo club, you are able to change the login details for any of your members by using the following steps:

1. Log into your Hub profile
2. Look at the black drop-down menu on the left-hand side of the screen, click on 'Members', followed by 'List Members'
3. Find the member you wish to change the login details for. Look under the actions section and click on the blue 'Edit' button next to this member's name
4. This will take you to a page where you can edit your members details. Once edited, make sure you scroll down to the bottom of the page and click 'Submit'.

**Please Note:** If you do not press the 'Submit' button, this change will not be saved.

## 13.0 Converting a Member to a Coach

### ***Paid Coach:***

In order to convert one of your member's profiles to an 'Instructor' profile, British Taekwondo will require the following information;

- Photos/scans of their Dan Certificates (Kukkiwon only) via email
- Name and Membership No. of member to be converted
- Type of Coach – 'Lead' or 'Assistant' and 'Paid' or 'Volunteer'
- Full name of the club they will be instructing at
- The email address they would like to use for login, disclosure and communication purposes.

Please send this information to [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org).

Once British Taekwondo has this information, we will convert their 'Member' profile to an 'Instructor' profile.

In order to apply for a 'paid disclosure check' and British Taekwondo insurance for your coach, this payment will need to be made **through the Hub**. Please follow the steps as set out in section 9.0 on page 9.

Once the payment has gone through, British Taekwondo will receive the notification and will create an online DBS application for your coach using their name and email address from their Hub profile. Your coach will then receive two emails; one with their online disclosure application link and one with more information from British Taekwondo regarding the ID verification checks.

For any assistance with the Disclosure Check process, please contact [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) and our membership officer will be able to assist you.

**Please note:** Coaches are **not permitted nor insured** to instruct until they have received their full Disclosure Check clearance or have written permission from British Taekwondo whilst they have a valid Disclosure Check application in progress.

### **Volunteer Coach:**

In order to convert one of your member's profiles to an 'Instructor' profile, British Taekwondo will require the following information;

- Photos/scans of their Dan Certificates (Kukkiwon only) via email
- Name and Membership No. of member to be converted
- Type of Coach – 'Lead' or 'Assistant' and 'Paid' or 'Volunteer'
- Full name of the club they will be instructing at
- The email address they would like to use for login, disclosure and communication purposes.

Please send this information to [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org).

**\*Please note:** Volunteer coaches **DO NOT** pay for their disclosure check via the Hub\*

Once British Taekwondo has this information, we will convert their 'Member' profile to an 'Instructor' profile.

In order to apply for British Taekwondo insurance for your coach, this payment will need to be made through the Hub. Please follow the steps as set out in section 9.0 on page 9.

Please make sure you **UNTICK** the "Home Countries Disclosure Check" field, as this part must be completed by British Taekwondo following your £25 payment via Worldpay for your **volunteer** disclosure check. If a payment for a 'paid disclosure check' is made through the Hub by mistake and depending on whether a paid application has been created, we cannot guarantee a refund will be provided.

Once provided with all the correct information, British Taekwondo will create an online DBS application for your coach using their name and email address from their Hub profile. Your coach will then receive two emails; one with their online disclosure application link and one with more information from British Taekwondo regarding the ID verification checks.

For any assistance with the Disclosure Check process, please contact [membership.services@britishtaekwondo.org](mailto:membership.services@britishtaekwondo.org) and our membership officer will be able to assist you.

**Please note:** Coaches are **not permitted nor insured** to instruct until they have received their full Disclosure Check clearance or have written permission from British Taekwondo whilst they have a valid Disclosure Check application in progress.