

# OWL Bikes Training Prospectus



Develop and build on existing skills, whilst creating new ones.

**Papworth** Trust

OWL Bikes offers a real life experience for an adult living with a learning disability, who would like to work towards a SMART based goal focused around either customer service, bike mechanics or IT skills.

The person-centred approach to the support we provide allows an opportunity to develop and build on existing skills, whilst creating new ones.

This can be achieved by also working with Papworth Trust Employment projects.



# OWL Bikes modules

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- Customer Service skills
- Retail skills
- Bicycle Maintenance skills
- Advanced Bike Mechanic skills
- IT and online sales
- Administration Skills
- Stock Management skills
- Part recycling and refurbishment skills

To find out more about  
OWL Bikes, please contact:

**Kevin Walshe**

Workshop Training Lead

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CB4 1AX

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## Customer Service Skills

### What you will learn?

- Telephone skills
- Customer facing skills and interaction
- Dealing with issues and comments etc
- Obtaining and evaluating customer feedback
- How to start and continue conversations

### What could these modules lead to?

- Transitioning into employment & volunteering opportunities in a customer-facing environment
- Improving confidence with day-to-day communication
- Improving social skills awareness linked to with regular communication
- Improving social confidence in daily situations.

## Administration Skills

### What you will learn?

- Dealing with email enquiries
- Using spreadsheets
- Identifying marketing opportunities
- Keeping accurate sales records

### What could these modules lead to?

- Achieving SMART goals that may include working towards paid employment or volunteering.
- Expand and develop personal skills and opportunities.
- Increase self confidence, skills and knowledge.



## Retail Skills

### What you will learn?

- Presentation
- Pricing
- Point of sale
- Promotions/Offers
- Retail layout

### What could these modules lead to?

- Increased awareness of the general running and operation of a shop environment
- Increased experience of working in a shop environment - beneficial for accessing volunteering/paid employment

## Bicycle Maintenance Skills

### What you will learn?

- Safety checks
- Lubrication
- Puncture repair/tube replacement
- Brake and gear adjustment
- Setting saddle and handlebars correctly

### What could these modules lead to?

- Building knowledge of bicycle maintenance/ DIY skills
- Creating hands-on experience for DIY skills and general maintenance tasks
- Using these skills to transition into bicycle-related employment/volunteering opportunities.

## Advanced Bike Mechanic Skills

### What you will learn?

- Wheel truing
- Cable replacement
- Identifying and replacing worn or damaged components
- Replacing headset/bottom brackets
- Bearing replacement
- Ability to build a bike from frame and parts

### What could these modules lead to?

- Building on deeper knowledge with regards to bicycle maintenance skills
- Using learnt knowledge & experiences to access higher level volunteering and employment opportunities related to bicycle maintenance.

## IT and Online Sales Skills

### What you will learn?

- Assessing value of bikes/parts
- Creating a listing, taking photos and writing an accurate description
- Replying to enquiries, offers and arranging viewings

### What could these modules lead to?

- Developing IT skills
- Developing and improving confidence with regard to using IT at home and in future opportunities.

## Stock Management Skills

### What you will learn?

- Keeping accurate records of stock used
- Ordering adequate stock for workshop and retail
- Identifying best value suppliers
- Responding to customer and staff stock needs

### What could these modules lead to?

- Gaining experience in a real life shop environment
- Useful for transitioning into work and volunteering opportunities.

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## Part Recycling and Refurbishment Skills

### What you will learn?

- Selecting and assessing value of used parts
- Removing parts carefully and cleaning
- Identifying vintage or high value parts and accessories
- Maintaining a stock of quality used parts to give good value to the customer

### What could these modules lead to?

- Gaining knowledge and understanding principles, linked to recycling, to support and develop future opportunities.







## Accessing Employment

OWL Bikes can support you to work towards your long term goals, using the skills you've developed through attending OWL Bikes. For some people, these include accessing employment or volunteering opportunities. Papworth Trust have a team of Employment Advisors, who may be able to support you with finding opportunities.

For more information, please speak to OWL Bikes staff.

# Success Story

**Students leave school to continue their education at OWL bikes. Here is one of our favourite success stories.**



## **Imran Akhtar**

I have always lived in Cambridgeshire and from a young age, was diagnosed with a learning difficulty. My interest in bicycles began very early on, when my stepfather would show me how to fix my bicycle, repair punctures and the general upkeep. In 2012, I found out about OWL Bikes and I thought that by attending, I could develop my customer-facing skills while learning more about bikes. I was able to fix bikes in the shop and also develop my own skills. In January 2014, a vacancy arose for paid work at OWL Bikes.

I applied for this role and was successful. I am still employed by Papworth Trust as a Bike Mechanic and thoroughly enjoy my role. By progressing through OWL Bikes, I've been able to further develop my customer service skills and I've also developed my confidence when talking to people and answering the telephone. I've been able to do this whilst fixing bikes in the workshop and working with others. Being employed at OWL Bikes allows me to help others in the way OWL has helped me over the years."

If you are interested in  
registering in any of the  
modules at OWL Bikes  
then give us a call today  
on **03301 071 133**



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