

Success Story

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

Meet...



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.”



Papworth Trust

OWL Bikes prospectus

Papworth Trust

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





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.

It is designed to allow the individual to broaden their day-to-day confidence and opportunities and put them in a stronger position to achieve volunteering or employment-based goals.

OWL Bikes modules

- **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:

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Hawthorn Way
Cambridge
CB4 1AX

Tel: **01223 839580**
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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. You can do this by working with our Employment Advisor, Stephen Driscoll (see page 10).
- 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/Offer
- 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 headsets/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 regards 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

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

A Papworth Trust Employment Advisor is on hand to support you achieve your employment-based goals.

Meet...



Stephen Driscoll

**Papworth Trust Employment Advisor
working with OWL Bikes**

“The purpose of my role is to work with anyone who accesses our Day Services and help them with regards to understanding and potentially accessing the ‘world of work.’ I am based at OWL Bikes one day per week and work with customers from the stage of them being referred to helping them use the skills learnt at OWL Bikes to look at accessing employment. I am very flexible in terms of what I can do to help but some of the things I am currently doing include creating CVs and cover letters, running workshops to improve skills and knowledge, assisting with making job applications and looking for suitable employment or voluntary opportunities for the people that I work with. I am very friendly so please feel free to come and ask me any questions about the ‘world of work’, I am always happy to help.”

If you are interested in registering in any of the modules at OWL Bikes then give us a call today on **01223 839 580**

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