

COMPETENCE PROFILE E-BIKE MECHANIC

TECHNICAL COMPETENCES

Assembly	Maintenance & Repair	Analysis & Diagnostics	Regulations	Sales
<p>Perform and knowledge of assembly techniques</p> <ul style="list-style-type: none"> ▪ Assemble bicycles (steering, wheels...). ▪ Assemble accessories (child seats, trailers, windscreens, couplings...). ▪ Clean bicycle, remove protection and adjust bolts. ▪ Use measuring instruments (caliper, multimeter...). ▪ Specify and select components for a custom bike ▪ Select and adjust bicycle to fit rider ▪ Use hand tools ▪ Use power tools/hand held operations ▪ Interpret technical drawings ▪ Install crimp on connectors ▪ Solder wires and contacts 	<p>Perform complex repair and maintenance works on e-bikes</p> <ul style="list-style-type: none"> ▪ Service and repair bicycle mechanical braking systems ▪ Service and repair bicycle hydraulic braking systems ▪ Service and repair bicycle drivetrain systems ▪ Service and repair/overhaul bicycle steering systems ▪ Service and repair/overhaul bicycle suspension systems ▪ Remove, repair and fit bicycle tyres ▪ Service and repair/overhaul bicycle wheels and hubs ▪ Fit and adjust bicycle accessories ▪ Service and repair bicycle frames ▪ Check and correct errors in lighting systems ▪ Troubleshoot lighting systems ▪ Metering power source with electrical measuring equipment ▪ Test, service and charge batteries ▪ Carry out repairs to single electrical circuits ▪ Install, test and repair low 	<p>Analysis and diagnosis complex problems and interferences on e-bikes</p> <ul style="list-style-type: none"> ▪ Identify, clarify and resolve problems/interferences. ▪ Carry out diagnostic procedures. ▪ Use multimeter and diagnostic tools. ▪ Group and combine different analyses. ▪ Advise customer on repairs and price. ▪ Recognize and understand the safe way to handle electrical shorts that can cause fire or shock hazard in both main connected charger/power supplies and in the battery powered system of the bike 	<ul style="list-style-type: none"> ▪ Apply safe working practices ▪ Implement environmental regulation 	<ul style="list-style-type: none"> ▪ Establish relations with customers ▪ Apply sales procedures ▪ Promote products and services ▪ Develop product knowledge ▪ Interact with customers ▪ Assess and value second hand bikes.

	<p>voltage wiring/lighting systems</p> <ul style="list-style-type: none"> ▪ Install, test and repair electrical security systems/components ▪ Repair instruments and warning systems ▪ Repair charging systems <ul style="list-style-type: none"> ▪ Operate in a retail bicycle environment ▪ Use hand tools ▪ Use measuring tools ▪ Use power tools/hand held operations ▪ Provide work skill instruction ▪ Consult work instructions ▪ Contribute to quality work outcomes ▪ Inspect technical quality of work ▪ Maintain workplace safety 			
<p>Knowledge of:</p> <ul style="list-style-type: none"> ▪ Assembly techniques ▪ Safetying techniques ▪ Technology of bike devices ▪ Safety regulation 	<p>Knowledge of:</p> <ul style="list-style-type: none"> ▪ (dis)mounting techniques ▪ Maintenance products (oils, cleaner...) ▪ Safety regulation ▪ Calculations of voltage, current and resistance ▪ Ohms law 	<p>Knowledge of:</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> ▪ EU and national regulation on e-bikes ▪ National regulations on administrative procedures 	<p>Knowledge of:</p> <p>Sales techniques</p> <p>Technical knowledge of bikes and accessories</p>
<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>

BEHAVIOURAL COMPETENCES

Communication	Planning & Organisation	Teamwork	Initiative	Self-management	Lifelong learning
<ul style="list-style-type: none"> ▪ Understand and carry out verbal instructions from supervisors and others. ▪ Read and understand workplace documentation, forms. ▪ Share work-related information with other team members. ▪ Use industry terminology. ▪ Communicate with people from a range of social backgrounds. ▪ Establish relations with customers 	<ul style="list-style-type: none"> ▪ Plan daily work tasks. ▪ Prioritize activities to achieve required outcomes. ▪ Plan appropriate equipment and materials. ▪ Plan ahead to anticipate problems with availability of equipment, materials and staff. 	<ul style="list-style-type: none"> ▪ Positive attitude to the team environment. ▪ Work effectively with others. ▪ Respect the view of others. ▪ Give and receive feedback. ▪ Identify your own role and the role of others. 	<ul style="list-style-type: none"> ▪ Suggest ideas for workplace improvement. ▪ Positively adapt to changes in workplace procedures. ▪ Make adjustments to improve own performance. ▪ Take positive action to report risk situations. 	<ul style="list-style-type: none"> ▪ Follow workplace safety requirements and other policies and procedures. ▪ Complete tasks on time. ▪ Select and use appropriate equipment. 	<ul style="list-style-type: none"> ▪ Identify personal strengths and weaknesses. ▪ Act upon feedback and accept opportunities to learn to improve your work performance. ▪ Ask questions to gain information. ▪ Identify sources of information to expand knowledge and understanding.
<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>	<p>Suggested training module:</p>

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TECHNICAL COMPETENCES

Assembly	Maintenance & Repair	Analysis & Diagnostics	Regulations	Sales
<p>Perform and knowledge of assembly techniques</p> <ul style="list-style-type: none"> ▪ Assemble bicycles (steerage, wheels...). ▪ Assemble accessories (child seats, windscreens, couplings...). ▪ Specify and select components for a custom bike ▪ Select and adjust bicycle to fit rider ▪ Use hand tools ▪ Use power tools/hand held operations 	<p>Perform complex repair and maintenance works on e-bikes</p> <ul style="list-style-type: none"> ▪ Fit and adjust bicycle accessories ▪ Operate in a retail bicycle environment ▪ Provide work skill instruction ▪ Consult work instructions ▪ Contribute to quality work outcomes ▪ Inspect technical quality of work ▪ Maintain workplace safety 	<p>Analysis and diagnost complex problems and interferences on e-bikes</p> <ul style="list-style-type: none"> ▪ Advise customer on repairs and price. ▪ Recognize and understand the safe way to handle electrical shorts that can cause fire or shock hazard in both main connected charger/power supplies and in the battery powered system of the bike ▪ Communicate on safety issues to train staff and customers 	<ul style="list-style-type: none"> ▪ Provide room and opportunity to apply safe working practices ▪ Implement environmental regulation ▪ Implement good administrative and financial practice 	<ul style="list-style-type: none"> ▪ Establish relations with customers ▪ Present stock and sales area ▪ Apply sales procedures ▪ Promote products and services ▪ Process customer complaints ▪ Deliver and monitor a service to customers ▪ Develop product knowledge ▪ Interact with customers ▪ Perform stock control procedures ▪ Maintain and order stock ▪ Receive and store stock ▪ Financial management ▪ Assess the customer needs and specifications to propose the correct bike ▪ Give proper instructions to customers on how to use the bike (usage + range of driving) ▪ Bike ready to run ▪ Advise and inform on 2nd hand bikes

Knowledge of: <ul style="list-style-type: none"> ▪ Assembly techniques ▪ Safetying techniques ▪ Technology of bike devices ▪ Safety regulation 	Knowledge of: <ul style="list-style-type: none"> ▪ Maintenance products (oils, grease, cleaner...) ▪ Safety regulation 	Knowledge of:	Knowledge of: <ul style="list-style-type: none"> ▪ EU and national regulation on e-bikes ▪ National regulations on administrative procedures 	Knowledge of: <ul style="list-style-type: none"> PR and marketing strategies Sales techniques Technical knowledge of bikes and accessories Market situation competitors
Suggested training module:	Suggested training module:	Suggested training module:	Suggested training module:	Suggested training module:

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