

## The partners of this project



**SYNTRA WEST** is a non-profit training provider in Belgium (Flanders). Syntra West was set up in 1960 and is providing 3,5 million training hours every year for about 55,000 trainees. We are working with 2000 part-time trainers and a staff of 220 persons. We have 6 training campuses. Our offer is made up of short- and long term, modularized training sessions, initiation, rush courses broken down into 4 groups: technical training sessions in about 200 professions amongst them training for the bicycle repairer, management training, IT training and specific language courses. Syntra West is experienced in coordinating EU-funded projects with a 4 persons project office team. Syntra West acts as the coordinator of this partnership project.



**ETRA** is the European trade association for bicycle, moped and motorcycle dealers. ETRA supports national trade associations in the development and the improvement of training for two-wheel dealers and their staff. Some member states offer a well-developed training scheme for bicycle dealers, whereas in other member states training is in a startup phase. Together with different European partners, ETRA works towards a project in which training in these latter countries is developed and/or improved by means of transfer of know-how. Furthermore, ETRA has exhaustive knowledge on electric bicycles resulting from its partnership in the EACI funded Presto project. In PRESTO, ETRA is responsible for the pillar electric bicycles. This includes the publication of a Policy Guide on electric bicycles, which is the basis for dealer training on electric bicycles.



**THE INNOVAM GROUP** is the leading training and assessment center in the Netherlands for the automotive and two wheeler industry. For more than 60 years Innovam has been the main provider of both technical and non-technical after sales, sales & management and sales product launch training and education programs in the branch. Our main objectives are; Provide knowledge in all possible ways, to employers and employees; Improve craftsmanship and skills by training and a continuous development of companies and show how the newest developments and innovations and create awareness and provide an accurate knowledge base.



**Vilnius Jeruzales LMTC** is an educational organization specialized in vocational training. The center falls under the jurisdiction of the Ministry of Social Security and Labour. It is a part of the Labour Market training system of Lithuania. The main aim of the center is to provide high quality vocational training services for adult people. Main activities are; Providing vocational training; Providing qualification upgrade courses; Providing courses on work safety.



**PRO WORK** promote career development for people with a distance to the labour market, both on a national and international level, as far as they require education, coaching and guidance. In these fields Pro Work has built up a broad experience and works from and with an extensive network of experts. Many activities Pro Work are related to competence development and the development of Competence Based Training & Learning. For this purpose Pro Work has, among other things, been involved in the development of a knowledge center and the development of a complete digital competence register with all possible education / courses (formally and sectorally recognized).



**CELF** Centre for Vocational Education Lolland Falster is a large, broad-spectrum educational institution offering upper secondary education, higher education (both full-time and part-time programmes), and continuing education and training programmes. CELF has departments in Nakskov, Maribo and Nykøbing Falster.



**EKOLO.CZ** has been established in 2008 to promote electric vehicles. The company is designing, manufacturing and bringing to market electric bicycles, fully according to newest EPAC standards in the Czech Republic and Slovakia. Ekolo.cz stands for educational and training activities in the clean city mobility.

## E bike Newsletter



Move green...

Cycle better!



## An introduction

At the end of the 1990's, the electric bike was launched on the market in Europe. It becomes more and more popular with about 750,000 sales in 2009 and 1,000,000 sales throughout Europe in 2010. The electric bike assures mobility of elderly people and people with health problems however car drivers, parents, shoppers, tourists are also attracted to it. Using an electric bike has its positive effects on mobility, health and environment. It makes you drive longer distances, leads to a healthy/healthier body weight and helps to decrease CO2 emissions.



## Project Background

As the electric bike has enormous potential in the European Union, dealers, manufacturers, importers and bicycle repairers play a crucial role in informing people on electric bicycles and persuading them of the advantages of this innovation. Nowadays, there is dissatisfaction amongst e-bike users related to range, performance, weight, price, servicing and repair costs. To avoid this dissatisfaction, the products and their range need to be diversified following the different user categories. Dealers and bike repairers should be able to advise the client on the most appropriate type of e-bike. Customers need to be optimally informed not only on the actual range of their vehicle but also on how to manage their energy use and charging batteries. Consumers should be informed on the characteristics of the vehicles as well as on the related price/quality ratio. Currently, dealers, importers and bike repairers lack knowledge and expertise to provide the above mentioned service to their (potential) clients. This partnership project brings 5 countries together (BE, NL, DK, LT, CZ) that will work on this issue by providing state-of-the-art training on (e-)bikes for dealers and bike repairers.

## Project objectives & strategies

The concrete objective of the partnership is to develop, to adjust, to refine, to transfer new and successful approaches concerning bicycle and electric bicycle training in Europe by means of transnational train-the-trainer activities, study visits and work meetings in the partner countries in order to increase the knowledge and the expertise concerning electric bikes amongst dealers and bike repairers and training providers.

## Results & outcomes

- Comparative research on bicycle training in the partner countries and the European legislation involved.
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- 2 transnational Train-the-trainer activities in the field of professional training for the bike repairer (Holland, Denmark).
- 3 study visits (to Belgium, Holland, Denmark) combined with project meetings.
- Competence-based training content for dealers and bike repairers regarding e-bikes training materials, didactic approaches to partner countries less experienced in bike training. Training on e-bikes.

## Impact for the sector (bike repairers and dealers)

By providing them with and giving them access to state-of-the-art competence-based training. They will be able to distinguish quality products and reliable suppliers to offer a better and tailor-made service to their clients regarding the selling of electric bikes. To offer a better maintenance service to their clients when there is a problem on the electric bike which results in an increase of professionalism in the sector and which can stimulate the sale and use of electric bikes by the customer.

## Impact for the (potential) customers

Raising awareness and interest regarding this innovation in bicycles - informing them about the possibilities and the advantages of bicycles and electric bicycles. Staff of the partner organisations are involved to get a better understanding of the opportunities to capture best practice from partner organisations and to build up knowledge in the field of bicycle training and especially on electric bikes. To be able to get in contact and to work together with like-minded colleagues from European countries. The opportunity to assess your own working method compared with other methods and views.

## Tackled problems & subjects

- European legislation connected to the use and the selling of the electric bike.
- Conducting a comparative research on and inventory of bicycle training and the use of (e-) bikes in the partner countries.
- Extending existing competence profiles with specific competences regarding the reparation and the selling of the electric bike.
- Transferring training on bicycles to partner countries which are less experienced by train-the-trainer activities, meetings and study visits.



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