



# Bicycle Mechanic Apprenticeship Standard

## End-point Assessment Plan

Apprenticeship standard reference number	Level	Integrated
ST0622	2	No

## Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the bicycle mechanic apprenticeship standard. It is written for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to bicycle mechanic apprentices, their employers and training providers.

Full time apprentices will typically spend 18-months on-programme working towards the occupational standard, with a minimum of 20% off-the-job training.

The EPA should only start once the pre-requisite gateway requirements have been met and that they can be evidenced to an EPAO. Gateway requirements are that the employer is satisfied that the apprentice is consistently working at, or above, the level set out in the occupational standard and the apprentice has compiled a portfolio of evidence, which underpins the EPA. In addition, apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and have taken the tests for level 2 prior to taking their EPA.<sup>1</sup>

The EPA must be completed within a 12-week period, after the apprentice has met the EPA gateway requirements.

EPA must be conducted by an organisation approved to offer services against this apprenticeship standard, as selected by the employer, from the Education & Skills Funding Agency's (ESFA) Register of End-Point Assessment Organisations (RoEPAO).

The EPA consists of three discrete assessment methods:

- Practical demonstration
- Interview, underpinned by portfolio of evidence
- Test

Performance in the EPA will determine the apprenticeship grade of fail, pass or distinction.

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<sup>1</sup> For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3. British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.

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On-programme (typically 18-months)	End-point assessment gateway	End-point assessment (maximum 12 weeks)
Training to develop the bicycle mechanic occupational standard's knowledge, skills and behaviours	Employer satisfied apprentice is consistently working at, or above, the level of the occupational standard	Practical demonstration, of three tasks – graded fail, pass or distinction
Working towards English/maths Level 1 and 2 (if required)	Achieved English/maths Level 1 and taken the tests for level 2, as a minimum	Interview, underpinned by portfolio – graded fail or pass
Compilation of portfolio of evidence	Compiled portfolio of evidence; submitted to EPAO	Test – graded fail or pass
<b>Bicycle mechanic occupational standard</b>		

Diagram 1. Typical bicycle mechanic apprenticeship standard summary

## EPA gateway

### Requirements:

- Employer satisfied apprentice is consistently working at, or above, the level of the occupational standard
- Achieved English and mathematics at level 1 and taken the tests for level 2, as a minimum. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3. British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.
- Portfolio of evidence – see requirements below

### Portfolio of evidence requirements

Apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship containing sufficient evidence to demonstrate the knowledge, skills and behaviours (KSBs) that will be assessed by the interview (see Annex A).

Evidence sources may include:

- job cards/job sheets
- quotes and costings
- purchase orders/order forms
- photographic record showing strip down and re-build
- screen shots
- video clips (maximum duration 90-minutes)

- handover records
- product evidence
- employer/customer feedback (maximum one)
- complaint records

This is not a definitive list, other evidence sources are allowable. The portfolio cannot include any methods of self-assessment or witness testimonies.

The portfolio must contain a minimum of two pieces of evidence to demonstrate each KSB.

Evidence must be mapped against the KSBs; each piece of evidence is likely to demonstrate more than one KSB. A qualitative as opposed to quantitative approach is required.

The evidence provided must be valid and attributable to the apprentice. The portfolio must contain a statement from the employer confirming this.

The portfolio of evidence must be submitted to the EPAO at the gateway point.

## Assessment methods

The EPA must be completed within a 12-week period, after the apprentice has met the EPA gateway requirements.

The EPA methods and components do not have to be taken in a specific order. The results from one assessment method do not have to be known before they take the next.

### Assessment method 1 – Practical demonstration

Components: 2 – observation and questioning

Apprentices must complete a practical demonstration, observed and assessed by an independent assessor.

The practical demonstration must include observation of three tasks:

1. **Strip, repair and rebuild a bicycle**; it must be an adult bicycle (male or female, not an electrically assisted bicycle) with hydraulic brakes, gears (18-30, standard or compact) and a suspension unit. The bike must require three repairs, for example replacing chain, replacing bottom bracket, resetting gears and so on. The apprentice must identify and rectify the repairs. All work must be completed within 3-hours to pass (within 2-hours to be graded as distinction), during which they will be required to answer questions while they work.
2. **Build a new wheel**; it must be for an adult bicycle (26, 27.5 or 29 inch), a rear wheel of a simple design, for example 3-cross. All work must be completed within 2-hours to pass (within 90 minutes to be graded as Distinction), during which they will be required to answer questions while they work.

3. **Dealing with customer**; simulation with colleague acting as customer. The apprentice must complete customer handover of the bicycle and new wheel completed in tasks 1 and 2 to the customer and deal with a complaint. The colleague must be fully briefed by the independent assessor in terms of their role and any questions/objections they must pose; they must not assist the apprentice in any way or seek to influence the independent assessor. The independent assessor will make the decision on competence.

For task 1 and 2, the apprentice must be given a written job card explaining the task requirements and time allowed, and verbal instruction by the independent assessor.

The time allowed for each task is:

1. Strip, repair and rebuild a bicycle: 3-hours (+10%, at independent assessor's discretion)
2. Build new wheel: 2-hours (+10%, at independent assessor's discretion)
3. Dealing with customer: 15-minutes for task, followed by five minutes for questions (+10%, at independent assessor's discretion)

All three tasks must be completed on the same day, under the observation/direction of the independent assessor. There may be breaks during the practical demonstration to allow the apprentice to move from one location to another and breaks in line with working time regulations.

The independent assessor must ask open questions to test underpinning knowledge relating to the task observed. For tasks 1 and 2 questioning will be whilst they work, for task 3 it will be following the task. Independent assessors must use questions supplied by their EPAO's. Follow up questions, devised by the independent assessor, are allowed to seek clarification. The number of open questions that must be asked in relation to each task is below:

1. Strip, repair and rebuild – 10
2. Build new wheel - five
3. Dealing with customer - two

KSBs observed and answers to questions must be documented by the independent assessor.

The practical demonstration must be conducted in a realistic work environment under controlled conditions; free of influence and distraction. It is anticipated that EPAOs will use the apprentice's normal work environment to carry out the practical demonstration, free of charge. The EPAO must verify the suitability of the venue and the identity of the person completing the tasks.

For tasks 1 and 2, independent assessors may observe up to a maximum of two apprentices at any one time, to allow for cost effective use of resources while maintaining quality and rigour. The area where the practical task is taking place must be designed to ensure the technical expert has full sight of all apprentices at all times. For task 3, independent assessors must observe apprentice's on a one-to-one basis.

Independent assessors must assess the practical demonstration holistically against the KSBs as shown in Annex A, using the grading in Annex B.

**EPAOs will produce the following material to support this method:**

- Recording documentation
- Practical task specifications with questions of sufficient size to prevent predictability and must be reviewed regularly (at least once a year) to ensure they, and the questions they contain, are fit for purpose. Specifications must be of equal complexity.

## Assessment method 2 – Interview, underpinned by portfolio of evidence

Components: 1 – questioning

An independent assessor will conduct the technical interview on a one-to-one basis with the apprentice.

The interview must be conducted in a suitably controlled environment; quiet space, free of distractions and influence. It is expected that EPAOs will use the apprentice's employer's premises for the interview to minimise costs however, other venues may be sourced if necessary. The interview may be conducted remotely using video-conferencing. The EPAO must verify the suitability of the venue and the identity of the person being interviewed. EPAOs must ensure appropriate methods to prevent mis-representation, for example, 360 degree camera function with the independent assessor where the interview is conducted remotely.

The independent assessor must ask 10 open questions against the standard's knowledge, skills and behaviours as shown in Annex A, focused on hydraulics, suspension and electronic gears. Independent assessors must use questions supplied by their EPAO's, from their question bank. Follow-up questions, devised by the independent assessor, are allowed to seek clarification and to probe further into the detail in order to satisfy the independent assessor of competence.

The apprentice must draw their responses from evidence in their portfolio to provide supporting evidence, although the portfolio evidence will not be directly assessed.

The portfolio must be submitted to the EPAO as part of the gateway review to confirm readiness to enter end-point assessment. The portfolio must be reviewed by the assessor ahead of the interview-

The interview must last 45 minutes, plus 10%, at independent assessor's discretion.

Answers to questions must be recorded or documented by the independent assessor.

Independent assessors must assess the interview evidence holistically against the KSBs as shown in Annex A, using the grading in Annex B.

**Gateway requirement for this method:**

- Portfolio of evidence – see EPA gateway section

### **EPAOs will produce the following material to support this method:**

- Recording documentation
- Questions for independent assessors. Question bank must be of sufficient size to prevent predictability and must be reviewed regularly (at least once a year) to ensure they, and the questions they contain, are fit for purpose.
- Guidance on portfolio compilation

## **Assessment method: 3 – Test**

Apprentices must complete a test consisting of 30 questions.

The test must cover bike mechanic knowledge as shown in Annex A.

These will consist of 30 multiple-choice questions.

Apprentices must choose one correct answers from a choice of four.

Each question answered correctly will be awarded one mark. Any incorrect or missing answers (or part of answers) must be assigned nil marks.

Apprentices will have 60 minutes to complete the test (unless the EPAO accepts special arrangements are required).

The test is closed book i.e. the apprentice cannot refer to reference books or materials.

The test can be paper or computer based. It may be taken on-line.

Apprentices must take the test in a suitably controlled environment; quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator must be an independent person employed by the EPAO. There must be no more than 12 apprentices to a single invigilator if face-to-face; or 1 to 5 if remote. It is expected that EPAOs will use the apprentice's employer's premises for the knowledge test to minimise costs however, other venues may be sourced if necessary. The EPAO must verify the suitability of the venue and the identity of the person taking the test. EPAOs must ensure appropriate methods to prevent mis-representation, for example, screen share and 360 degree camera function with an administrator/invigilator where the test is taken remotely.

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the end-point assessment organisation. Alternatively, electronic marking is permissible.

### **Grading for this method**

<b>Name of grade</b>	<b>Grading boundaries</b>
Fail	0-19 marks
Pass	20-30 marks

## EPAOs will produce the following material to support this method:

- EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the questions they contain, are fit for purpose. The questions relating to underpinning knowledge must be varied and allow assessment of the relevant knowledge. Questions must be written by EPAOs and it is recommended that this be done in consultation with representative employers; where they do this, they must put measures in place to ensure question security.

## EPA Grading

Performance in the EPA will determine the apprenticeship grade of fail, pass or distinction.

In order to pass apprentices must achieve a pass in all assessment methods; apprentices who fail one or more method will fail the EPA.

In order to achieve a distinction apprentices must achieve a distinction in the practical observation.

<b>Practical demonstration</b>	<b>Interview, underpinned by portfolio of evidence</b>	<b>Test</b>	<b>EPA grade</b>
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Distinction

## Re-sits/Re-takes

Apprentices who fail one or more EPA method will be offered the opportunity to take a re-sit/re-take. Re-sits/re-takes must not be offered to apprentices wishing to move from pass to distinction. A re-sit does not require further learning, whereas a re-take does.

The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit/re-take.

An individual EPA method re-sit/re-take must be successfully achieved within three months of the original fail notification; otherwise, the entire EPA must be retaken.

The maximum grade awarded to a re-sit/re-take will be pass, unless the EPAO identifies exceptional circumstances accounting for the original fail.



EPAOs must ensure that apprentices complete a different practical demonstration, interview questions or test when taking a re-sit/re-take.

## Internal Quality Assurance (IQA)

Employers must choose an independent EPAO approved to deliver the EPA for this apprenticeship from the Education & Skills Funding Agency's (ESFA) Register of End-Point Assessment Organisations (RoEPAO).

EPAOs must appoint:

- administrators/invigilators and markers to administer/invigilate and mark the test
- independent assessors to conduct and assess the practical demonstration and interview
- quality assurance staff to undertake moderation of EPA

### Independent assessor requirements:

- be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest
- have or be working towards an assessor award e.g. A1, TAQA
- have recent – that is in last two years, relevant experience of the occupation/sector at senior bicycle mechanic level or at least three year's experience as a senior bicycle mechanic and current knowledge evidenced by continuing professional development (CPD)
- undertake a minimum of three-days CPD per year
- must attend two standardisation events annually

EPAO's must appoint administrators/invigilators and markers to administer/invigilate and mark the test. They must have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest. There are no specific qualification or experience requirements for administrators/invigilators/markers. They must be trained in the task(s) by their EPAO and operate according to their guidance.

Quality assurance staff must hold or be working towards quality assurance qualifications. They must be independent of the apprentice, their employer and training provider i.e. there must be no conflict of interest.

### Internal quality assurance requirements

Internal quality assurance refers to the requirements that EPAOs must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAOs for this EPA must undertake the following:

- appoint independent assessors that meet the requirements as detailed in this plan – see above
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time

- have and operate an appeals and complaints procedure/process
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 15% of each independent assessors' assessments moderated
- operate regular standardisation events that enable assessors to attend a minimum of 2 days per year

## External Quality Assurance (EQA)

External quality assurance arrangements will ensure that EPAOs delivering EPA for this apprenticeship operate consistently and in line with this plan.

External quality assurance will be undertaken by the Institute for Apprenticeships.

## Implementation

### Affordability

The following factors should ensure the EPA is affordable:

- employers' premises can be used for the practical demonstration
- the interview and test can be conducted remotely

### Volumes

It is anticipated that there will be 100 starts per year on this apprenticeship standard.

## Annex A. Knowledge, skills and behaviours assessed by each assessment method

### Key:

Practical demonstration	PD
Interview	I
Test	T

	<b>Knowledge</b>	<b>Assessment method</b>
K1	The types, applications and unique characteristics of all types of bicycles, tricycles, recumbent and other pedal, hand and electrically-assisted powered bicycles, other derivatives and the associated technology	T
K2	Diagnostic and assessment principles required to service, repair and modify the mechanical aspects of bicycles to meet manufacturer specifications and customers'/clients' requirements	PD
K3	The latest developments to cycles, cycle components and tools and equipment	T
K4	Legislation and required compliance within the bicycle industry, including bicycle Regulations e.g. BS ISO 4210.2 (2015), standard for electric bikes EN15194 (2015), and all future modifications/updates; the safe disposal/recycling of associated waste (including waste oils, cleaning fluids, batteries, tyres, etc.)	T
K5	Bicycle repair shop operations including ordering, stock control, correct use of documentation such as receipts, order forms, repair forms	PD
K6	Types of customer interaction and customer service techniques including when to contact the customer, the tone that should be adopted, appropriately timed and follow up communication – both verbal and well written; adjusting approach to take account of customers'/clients' needs including cultural requirements	PD
K7	Principles of selling and upselling bicycle and bicycle products and calculating discounts	T
K8	Health & Safety legislation, policy and practice; manual handling, Control of Substances Hazardous to Health (COSHH); how to ensure the safety of customers and mechanics (risk/hazard identification); correct use of Personal Protective Equipment (PPE)	T, PD
K9	Operation of manual/computer booking systems and EPOS (Electronic Point Of Sale) systems	T
K10	The rights and responsibilities of an employee and employer, including awareness of Equality and Diversity Legislation	T
K11	Costing principles, cost hierarchy of appropriate parts, assessment of component compatibility, time required to fix; summarising in a quote	T
K12	Manufacturer specifications - when and where to use them	PD

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K13	Principles of handling hazardous goods including Lithium ion batteries, their safe handling, storage & shipping of damaged items, emergency procedures, knowing when to ask for third party advice	T
K14	Standard operating functions of bicycles in normal use, when failed or is not fit for purpose, such as parts that regularly break or go missing and need to be replaced, including chain wear features	PD
K15	Duty care to customers e.g. Health & Safety	PD
K16	Information technology applications used in the bicycle workshop environment, including excel, databases and search engines	I
K17	Manufacturers' and organisations' warranty policies, what they cover and what they don't and procedures that must be followed	T
K18	Project management techniques; planning and the importance of meeting project deadlines	PD
K19	Investigating causes of defects and maintenance issues; problem solving	PD
K20	Who to contact about common defects and how to address them	T
	<b>Skills</b>	
S1	S1.i Use specialist bicycle diagnostic equipment to identify fault and formulate a plan to solve the problems; S1.ii Identifying when it is uneconomical to proceed	PD TI
S2	Use cycle work stand correctly to safely and securely hold a bicycle on the appropriate part of the frame	PD
S3	Service a cup and cone type hub, identifying worn parts and correct replacements	PD
S4	Remove and replace sealed cartridge bearings using appropriate tools	PD
S5	Service cable operated brake systems, correctly sizing and routing cabling using the correct spare parts and torque settings	PD
S6	Bleed open/closed hydraulic brake systems	I
S7	Service derailleur gear systems, correctly sizing and routing cabling using correct spare parts and torque settings; straighten a derailleur hanger	PD
S8	Tap the crank arm threads	PD
S9	Identify the different standards of cranks and bottom brackets; remove and replace crank arms, bottom brackets and tap and face the bottom bracket shell	PD
S10	Identify chain wear; assess compatibility issues, taking account of chain line and correctly split and install a quick link based chain	PD
S11	Tape road handlebars	PD
S12	Remove and replace a set of forks, taking account of the correct way to cut a fork steering column to size. Hydraulic fork servicing; disassemble/clean stanchions and cartridges and re-grease properly.	I
S13	Remove, replace and service a headset, taking account of sizing standards	PD
S14	Perform alignment checks to a bicycle frame	PD
S15	Hand-build a wheel of differing complexities (e.g. from simple 3-cross to manufacturer specific wheel systems) in the patterns required for non-disc, front disc and rear disc to the required tolerance and correctly dished and tensioned	PD

S16	Set up, servicing and adjustment of internal hub gears	I
S17	Conduct quality assurance check of build/repair work completed	PD
S18	Complete correct handover of completed build/repair, including advising on further and future work required, changes to operation, required on-going maintenance and all paperwork as appropriate	PD
S19	Serve customers/clients on any required area of the store; refer them on to a more senior colleague or to ask for help; seek after market sales	PD
S20	Communicate via suitable means with customers (telephone, text, email, social media) in order to ensure good service is maintained	PD
S21	Use catalogues (hard copy and online) to identify parts and order to fulfil customer's needs	I
S22	Use manual system and workshop diary and complete any associated paperwork	PD
S23	Deal with complaints, following employer and manufacturers policies	PD
S24	Identify when something has failed or is not fit for purpose	PD
S25	Maintain proper tool maintenance and general workshop cleanliness and tidiness	PD
	<b>Behaviours</b>	
B1	Have a safety first behaviour – always use appropriate safety equipment and PPE and has customers' safety in mind	PD
B2	Work efficiently as a member of the workshop team; takes account of deadlines; takes responsibility to deal with or report issues	I
B3	Behave in an manner that aligns with the company ethos, including prompt timekeeping, smart presentation of self and working area and good personal hygiene	PD
B4	Takes responsibility for keeping own knowledge and skills up to date	I
B5	Act with integrity, honestly advising customers; demonstrates a passion for bicycles	PD
B6	Acts as a responsible advocate for the business	I
B7	Results-driven attitude, working in an effective and efficient manner in order to comply with contractual terms and customer expectations	PD
B8	Receptive to constructive feedback from peers & management and proactive in giving appropriate feedback to others	I

## Annex B. Grading descriptors

Practical demonstration		
KSB	Pass; apprentices must demonstrate all of the following	Distinction; in addition to the pass criteria apprentices must demonstrate all of the following
K2 K14 K19 S1.i S24 B5	Diagnostic and assessment completed to correctly identify faults and repairs required; Lists parts that regularly break or go missing and need to be replaced, explains 2-3 reasons why parts fail	Explains 2 or more preventative measures that could be taken in relation to parts that regularly break or go missing when questioned
S2	Cycle stand used correctly to safely and securely hold bicycle on appropriate part of the frame, correct Manual Handling Techniques used to lift the bicycle	Explains workarounds for times when needing to lift higher weights, when questioned
K8 B1	Correct Personal Protective Equipment (PPE) selected and used; Risk Assessment conducted; risks correctly identified and control measures put in place Work conducted in a way that ensures health & safety of self and others	Explains Health and Safety at Work Act / COSHH / RIDDOR regulations and how they apply to their role when questioned Explains the different types of Risk Assessment that may be performed – formal recorded and informal - and when to use either type when questioned
S25 B3	Correct tool maintenance requirements outlined; Workshop cleanliness and tidiness maintained throughout tasks; Appropriately dressed and presented, with good personal hygiene	Explains at least three benefits of tool maintenance, and workshop cleanliness and tidiness when questioned
S18	In handover to customer correctly identifies any further work and future work, changes to operation, required on-going maintenance	Provides accurate rationale for further/future work, operation and on-going maintenance and upgrading
K5 S22	Documentation is completed in full, is legible and accurate	Explains why it is important to complete and retain all documentation and how it can be used in future

K18 B7	Plan to resolve faults formulated; tasks completed in time allowed	Work is completed in logical order, without the need to redo work and logical rationale for why the order was selected provided when questioned
K12 S3 S4 S5 S7 S8 S9 S10 S11 S13 S14 S23	Service/repairs completed in line with manufacturers' manual/specifications; Correct process/procedure outlined when questioned; Completed work may have minor errors e.g. slight misalignment but no safety critical issues All work is completed within 3 hours from start time, during which the apprentice has demonstrated the ability to answer questions whilst they work	Explains correct reasons for process/procedure when questioned; Completed work has no errors All work on the bicycle is completed within 2 hours from the start time, during which the apprentice has demonstrated the ability to answer questions while they work
K15 S17	Quality assurance check correctly completed and issues addressed if necessary; Explains duty of care to customer	Checks that the customer is happy with work and builds rapport with customer
S15	Wheel build is true and concentric, with 0.5mm tolerance and is completed within 2 hours, during which the apprentice has demonstrated the ability to answer questions whilst they work	Wheel build is true and concentric, with 0.2mm or less tolerance and is completed within 90 minutes, during which the apprentice has demonstrated the ability to answer questions while they work
S20 K6 B5	Technically correct information provided using terminology appropriate to the audience e.g. explanations provided for technical terms when speaking to customer	Technical features are linked to actual benefits for the customer, explanations given and objections overcome
S19	Appropriate aftermarket sales are presented to the customer	The pros and cons of different aftermarket sales are explained 'Closes' the sale and processes it correctly

S23	Company/manufacturer complaint procedure/process followed; implication of not following process identified	Demonstrates a 'can do' attitude, going above and beyond to reach an amicable resolution for the customer
<b>Fail: Apprentices will fail where they do not demonstrate the pass criteria in full</b>		



<b>Interview</b>	
KSB	<b>Pass; apprentices must demonstrate all of the following</b>
K16	Explains, with reference to portfolio evidence, how information technology is used in their workplace and its benefits
S1.ii	Explains faults that are un-economical to repair and why, with reference to two examples in portfolio evidence
S6	Describes correct process to bleed open/closed hydraulic brake systems, with reference to two examples in portfolio evidence
S12	Describes correct process to remove and service replace a set of forks, with reference to two examples in portfolio evidence
S16	Describes correct process to set up, service and adjust internal hub gears, with reference to one example in portfolio evidence
S21	Provides at least two examples of using catalogues (hard copy and online) to identify parts and order to fulfil customer's needs; identifies checks that should be made
B2	Provides at least two examples of how they have contributed to team working When questions describes appropriate action they would follow in relation to a teamwork issue
B4	Explains how they keep their knowledge and skills up to date, with reference to portfolio evidence
B6	Provides at least two examples of how they have acted as an advocate for the business
B8	Provides at least one example of each of the following: action taken as a result of feedback and giving feedback to others
<b>Fail: Apprentices will fail where they do not demonstrate the pass criteria in full</b>	