

Frequently Asked Questions

What level of experience and skill will I need?

This is a comprehensive, fast paced, intensive course. It is suitable for those who want to learn how to rebuild a complete bike, to professional standards. It isn't suitable for those with no, or minimal, mechanical experience. You will need a good mechanical aptitude. We have successfully taught people who haven't had a lot of bike fixing experience, but have mechanical experience in other areas: e.g. someone who had experience working on motor boats was able to very successfully transfer their skills to working on bicycles.

What is the course structure?

This is a part time, ten day course. Teaching days will be as outlined on the website: normally this will be 2 days per week for 5 consecutive weeks.

Do I need to attend every day?

Yes, it is essential to attend all ten days of teaching. No exceptions.

How is the course assessed?

You will be assessed on each unit of the course as and when material is covered. The course is carefully designed to ensure there is time to introduce, teach and practice each component before you do a timed practical assessment. There is also a short knowledge (written) assessment. The knowledge assessment is not timed. We can help with scribing, if required. You must pass all assessments to gain your qualification.

Which qualification will I achieve?

City & Guilds "Level 2 Certificate in Cycle Maintenance" (3902-28). You will receive a certificate in the post from City & Guilds after successful completion of the course. *Please note: City & Guilds charge £44 to re-issue certificates. Keep yours safe!*

What happens if I fail an assessment?

To gain the qualification you must pass all 11 units. We do our best to re-assess any failed units during the 10-day course, but this is not always possible. Extra tuition or assessments outside this will cost £25 per hour. If you miss a day or fail a unit you will be awarded the units you complete, but not the full Level 2 Certificate.

What if I start, but my assessor decides I am unlikely to achieve a pass?

Your assessor will talk to you at the earliest opportunity if they feel that you will not receive a pass. Your assessor will explain your options with you, before any decision is made:

1. We can assess you for Level 1, instead of Level 2, then you leave the course early.
2. You could complete the 10 days and experience the full teaching programme, and be accredited for the units passed, but not the full Level 2 certificate.

Where is the course delivered?

At “The HUB” our training workshop in the Car Park of HMP Bristol, Cambridge Road, Bristol BS7 8PS. This is a non-secure area: you will not come into contact with prisoners. There is secure bike storage, but no car parking. Buses stop at nearby Gloucester Road.

What time will I need to get there each day?

You will need to be there from 9am to 5pm. Day 10 is Final Assessment Day and ends at 4pm – learners can leave as soon as they have completed their assessment.

What are the lunch arrangements?

Each day will have a 45 minute lunch break. Timing will vary according to the content of each day. There are shops and cafés a short walk away or you can bring food to eat in the workshop - but please respect the Tutor’s right to a break of their own. Tea, coffee and snacks are provided and there will be 15 minute breaks AM and PM.

What will I need to bring?

Proof of identity, a pen & notebook. All tools and equipment will be provided. You don’t need to bring a bike. We provide aprons, but suggest you wear old clothes.

What is the group size?

Our workshop can accommodate up to 6 students per course.

Can I pay a deposit?

Yes – you can pay a £250 deposit if booking over 8 weeks in advance. This is non-refundable. The balance is due 8 weeks before the course start date.

Can you invoice me?

Yes, but businesses only. Places will be confirmed only on receipt of payment.

Any grants or funding available?

- City & Guilds run a bursary scheme – [details here](#)
- We can accept Welsh Government [ReAct funding](#): please call first to discuss.

What is your cancellation policy?

We require at least 45 days’ notice before the start date to give you a full refund. If you cancel 28 to 44 days before the start date, we will refund 50 percent of your fee. If you give us less than 28 days’ notice before the start date of the course there will be no refund.

Can I change the date of my course?

Yes - but we require at least 45 days’ notice before the course start date. Otherwise, you will be charged in line with our standard cancellation terms (see above).