ITC Level 2 Award in Bicycle Maintenance

G70

Qualification Specification
Guidance for Centres

Qualification Number: 610/6359/9

ITC First

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Website Access

For all policy statements and downloadable documents

Upload to:

Ofqual Portal	SQA Accreditation SharePoint	ITC WebOffice Support Resources	ITC Public Website	ITC Google Drive
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Appendix Documents Listing

Hard copy documents go out of date. For up-to-date versions of documents please go to the Support Resources section of the ITC Web-Office (Members section).

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Unit Specifications
● Introduction to Bicycle Maintenance Level 2 Award

Delivery Resources
● G70 Centre Guidance [This document]
● PT1 Individual Learning Plan Template
● PT2 Tutorial Template
● PT3 Reflective Journal Entry Template
● PT4 Personal Summative Review Template
● PT6 Professional Discussion Record Template
●Specific Unit Assessment Documents

Internal Quality Assurance
● IQA1 Internal Moderation Process
● IQA2 Centre Standardisation Records
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ITC Forms
● C4 Access to Training & Assessment Request Form
● C7 Special Considerations Request Form
● F3 Malpractice & Misconduct Report Form
● 05 Replacement Certificate Request Form

ITC Policies
● P1 Customer Charter
● P3 Fees Policy
● P5 Appeals Policy
● P6 Malpractice, Maladministration & Misconduct Policy
● P7 Other Language Policy
● P8 Equality, Diversity and Assessment Policy
● P9 Record Retention Policy
● P12 Automatic E-mail Policy - Removal from list
● P14 Sanctions Policy
● P15 Withdrawal from Delivery Policy
● P16 Complaints Policy
● P17 Invoice Policy
● P19 Recognition of Prior Learning Policy
● P22 Data Protection and Privacy Policy

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1. General Information

1.1 Using this document

This document has been developed to provide guidance for Centre staff involved in the delivery of ITC Level 2 Award in Bicycle Maintenance.

Qualification Number: 610/6359/9

It explains the administration, assessment and quality assurance requirements for these qualifications.

It directs ITC Centres to appropriate and relevant ITC resources [See contents page].

It identifies and lists other ITC documents that Centres are required to understand in order to deliver this qualification.

1.2 Documented Procedures

ITC First is a regulated Awarding Organisation supporting SQA Accredited and Ofqual regulated qualifications. All who work with ITC are supported by a documented framework of policies and procedures updated regularly on the ITC website. To seek policy guidance to inform your relationship with ITC, visit:

http://www.itcfirst.org.uk/policies.asp

If you are a Centre log into your ITC Web-Office and view or download up to date documents from ‘Support Resources

2. Qualification Details

2.1 Qualification Objectives

This qualification is designed to provide learners with fundamental Bicycle maintenance skills and knowledge. It has been developed with support and input from ITC training providers, Prison and Probation service, The Cycle Project UK,Charity, Rebuild with Hope.

2.2 Learner Entry Requirements

There are no formal entry requirements. Direct entry for any learner who would benefit from the programme. Learners are expected to undertake self directed study and portfolio development.

Level 2 Literacy and Numeracy is advisable. The Centre should interview and undertake a Centre devised diagnostic assessment of learners to confirm suitability.

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2.3 Qualification Structure

Qualification details:

Title	Number
ITC Level 2 Award in Bicycle Maintenance	610/6359/9

Qualification Review Date - 1 September 2030

Guided Learning Hours (GLH) = 27
Total Qualification Time (TQT) = 36

GLH is the time a learner spends being taught or otherwise participating in education under the immediate guidance of an appropriate tutor. It includes directed study time and time taken for assessments. Guided learning hours include:

a) tutor contact time in lessons;
b) participating in education or training under the immediate guidance or supervision of a tutor;
c) directed study time.

TQT is the time an average learner will take to complete the qualification and includes self-directed independent study.

It is expected that the practical assessments and portfolio of evidence would be submitted within 2 years from a learner's commencement on a course.

This qualification consists of 1 (one) mandatory unit.

Unit details:

The qualification is derived from 1 mandatory unit:

Unit Title	Unit Number	Credit	Level	GLH
Introduction to Bicycle Maintenance	F/651/7696	4	2	27
	Total	4		27

Unit Review dates
1/9/30

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2.4 Learning Outcomes and Assessment Criteria

Learning outcomes *The learner will:*		**Assessment criteria** *The learner can:*	
1	Understand relevant health and safety for a workshop environment	1.1	Describe hazards present in a workshop environment
		1.2	Describe ways to limit the likelihood of hazards
		1.3	Demonstrate methods of using a work stand to secure a bike
2.	Identify bicycle components	2.1	Identify main components
		2.2	Identify minor components
		2.3	State the function of main components.
		2.4	State the function of minor components
3.	Be able to demonstrate maintenance and safety checks	3.1	Demonstrate a complete full maintenance check and safety check on a bicycle
4.	Be able to carry out specific wheel and tyre maintenance and repair	4.1	Describe tyre wall information
		4.2	Select appropriate tools to perform task
		4.3	Demonstrate tyre removal on a MTB and a road bike wheel
		4.4	Demonstrate puncture repair on a MTB and a road bike wheel
		4.5	Demonstrate wheel bearing service, removal and maintenance
5	Be able to carry out checks and maintenance on chain, derailleur and gear shifter components	5.1	Demonstrate the maintenance and removal of a chain
		5.2	Demonstrate the removal, service and refit of a rear derailleur
		5.3	Demonstrate the removal, service and refit of a front derailleur
		5.4	Demonstrate the removal, service and refit of the cable from a gear shifter
6	Be able to carry out checks and maintenance on a V brake system	6.1	Demonstrate the removal, service and refit of a V brake system
7	Be able to carry out checks and maintenance on the bottom bracket, cranks, pedals, and headset	7.1	Demonstrate the removal, service and refit of a bottom bracket and crank system
		7.2	Demonstrate the removal, service and refit of a headset and forks
8	Be able to carry out a bicycle build	8.1	Demonstrate the removal of components of a bicycle
		8.2	Demonstrate the assessment of components of a bicycle
		8.3	Demonstrate service of the components of a bicycle
		8.4	Demonstrate the complete rebuild of the bicycle
		8.5	Demonstrate and document safety checks of a bicycle

2.5 Qualification Assessment

The unit in this qualification is assessed by a portfolio/workbook of evidence developed by each learner from a range of Centre devised tasks (Templates are provided.) After assessment and quality assurance by the Centre, evidence of achievement will be made available for moderation by ITC.

Each learner has to produce evidence to meet all the assessment criteria of each unit and this evidence must be authentic, reliable, valid and sufficient.

ITC template documents for assessment planning and recording are available in the support resources section of the ITC Website. (Generic and specific)

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2.6 Awarding

After moderation a list of outcomes [pass or not yet meeting standard] will be forwarded to the Centre along with any certificates.

The assessment result is pass, or not yet meeting standard, there is no grading.

ITC will award certificates according to the timescales in the ITC Customer Charter. Awarding can only occur within the qualification lifespan.

Unit certificates may be awarded upon learner request, for any unit completed, moderated and passed.

Replacement Certificates are available. Learners must apply using certificate request form 05. There is a small fee payable for replacement certificates issued.

3. Centre Approval to Deliver ITC Qualifications

3.1 Centre Approval

Centres wishing to offer the ITC Level 2 award in Cycle Maintenance will need to complete:

a) Online Centre application – www.itcfirst.org.uk/centres;
b) Centre agreement (C9).

Centres will need to consider:

a) sufficient resources for the delivery the qualification – physical and staffing, listed in this document – section 3.6;
b) learner access to sufficient resources for the qualification – learning centre, visual aids, textbooks, physical resources (e.g.appropriate workshop equipment, range of bicycles, PPE);
c) quality assurance procedures – internal assessment and internal quality assurance.

3.2 Teaching Programme

The content of the teaching programme is the responsibility of the Centre and is developed by the staff team of the Centre. ITC has guidance and advice documents to assist in the development of a teaching programme that can be supplied to Centres upon request.

The course programme is developed from the learning outcomes and assessment criteria for the qualification. A Centre scheme of work containing lesson plans for each session is to be available for scrutiny by ITC External Quality Assurance activity.

3.3 Internal Quality Assurance

Centres offering these qualifications must provide internal quality assurance that is standardised across individual assessors, assessment locations and learners.

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The Centre must maintain evidence of all meetings, CPD events, and standardisation activity in a Central File readily accessible at any time by an ITC representative. ITC has various assessment and moderation template documents available to assist all Centres.
There should be a risk-based quality assurance plan that monitors the skills of tutors at least annually, with evidence of standardisation maintained for external moderation.

The quality assurance plan should describe the internal quality assurance procedures and the evidence to be maintained for external quality assurance.

See section 4.1 for qualifications of staff involved with assessment and internal quality assurance.

3.4 Learner Evaluation

An end of course evaluation form is to be completed by each candidate and the data collected used to inform Centre quality procedures. The results of this evaluation review are to be available for scrutiny by ITC External Quality Assurance procedures.

3.5 Protecting the Interests of Learners

Centres will protect the interests of learners and the integrity of the qualification by implementing a coherent series of documents, policies and procedures. ITC can provide various template documents upon request.

A Centre complaints and appeals policy is to be made available to every learner upon registration.

3.6 Resource Requirements

Centres delivering this qualification will be expected to have the physical training resources including premises, range of equipment, facilities, and appropriate PPE that will be required to deliver and assess the qualification in a robust manner.

4. Centre Staffing

4.1 Tutor Credentials

Centres are expected to have an appropriate number of suitable tutors with experience and a clear understanding of renewable energy and wind turbine content, who hold or are working towards a relevant teaching, assessing, quality assurance qualification appropriate for the course they are delivering.

Tutors
For the Level 2 award in Bicycle Maintenance, tutors are required to:

a) Hold a teaching qualification eg. minimum of Level 3 PTLLS or Level 3 Award in Education and Training or higher;
b) Should have up-to-date working knowledge and sector specific experience of current practice, evidenced by supplying a current CV.

ITC require Centres to identify:

a) A nominated individual to lead the qualification delivery team in the Centre.

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Assessors

In addition to **Tutor** requirements**, Assessors:**

a) should hold the qualification (or an equivalent) they are assessing and have assessed learners;

b) should have up-to-date working knowledge and experience of best practice in assessment and quality assurance;

c) should show current evidence of CPD in assessment and quality assurance; d) should hold one of the following qualifications or their recognised equivalent: i. Level 3 Assessing Qualification eg., Level 3 Award in Assessing Vocationally Related Achievement, Level 3 Award in Assessing Competence in the Workplace Environment or Level 3 Certificate in Assessing Vocational Achievement etc.

ii. A1, A2;

iii. D32 & D33.

Internal Quality Assurance Staff:

a) should have up-to-date working knowledge and experience of best practice in assessment and quality assurance.;

b) should hold an appropriate assessor qualification [see above];

c) should show current evidence of CPD in assessment and quality assurance; d) should hold one of the following qualifications or their recognised equivalent: i. Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice, or Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice;

ii. V1;

iii. D34.

Staff must maintain evidence of continuing professional development in contemporary issues in education, assessment and quality assurance.

5. Learner Registration

5.1 Selection of Learners

It is the responsibility of the Centre to provide guidance and advice to learners prior to the commencement of the programme.
The entry requirements for these qualifications are stated in section 2.2.
Prospective learners should be interviewed – to confirm suitability of the programme.

5.2 Information to Learners

Pre-course information should be provided to learners containing:

a) joining details;

b) literacy, numeracy, ICT requirements;

c) ID requirements;

d) expectations of course members;

e) outline of assessment assignment timelines;

f) link to relevant ITC policies and procedures on homepage of ITC website, including Appeals (P5) and Complaints (P16) procedures;

g) information on how to request reasonable adjustment to assessment so that learners have a fair assessment opportunity. See the ITC Website for further detail;

h) contact details for their course tutor or mentor.

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5.3 Registration of Learners

Centres must meet the following requirements:

a) learners must be registered with ITC immediately on the start of the course and names uploaded to the ITC WebOffice within 10 days of course start date;
b) learner registration details must be entered into ITC WebOffice database within 10 working days of course start date;
c) Centres are to keep a copy of learner registration data;
d) Centres must have procedures in place to confirm the identity of each learner before they undertake an assessment.

Individual learning plans should be developed between the mentor and each learner with information to allow the learner to complete the assessment portfolios. The plan should identify learning needs and a written plan to address these needs, where appropriate.

5.4 Learner Identity

Learners must be informed of the requirement to bring suitable photographic identification to the training course.

5.5 Learner Progression

Learning routes include:

- Further Bicycle maintenance courses (industry/manufacturer specific).

6. Assessment

6.1 Assessment of Each Unit

Centre devised assessment tasks must provide sufficient evidence for all of the assessment criteria in the unit selected. These assessment tasks must be scrutinised and agreed by the Centre IQA or Centre Manager before implementation.

The Centre must provide:

- a description of the task set for each learner mapped to the assessment criteria;
- a declaration by the learner stating that all evidence is their own work;
- a complete portfolio for each learner for Internal Assessment, IQA and EQA purposes.

Template assessment documents are available to approved Centres.

6.2 Assessment Tasks

Evidence for meeting all assessment criteria must be produced by the learner when completing the assessment tasks.

- Written work may be handwritten or generated digitally.
- Questioning must include question asked and learner response, recorded by audio, video

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recording or handwriting.
- Practical work must generate evidence for each learner that can be recorded by witness statement, annotated photograph, video or peer observation report.
- Product evidence must either be kept for the IQA & EQA or video evidence or annotated photograph.

6.3 Internal Assessment

Centres must have verification/moderation systems to ensure all assessment evidence is authentic, reliable, valid and sufficient and standardization systems to ensure all staff can make consistent and fair assessment decisions.

Assignments and portfolios are to be marked by any appropriately qualified Centre Internal Assessor following the quality assurance procedures of the Centre, using documents and procedures either developed by the Centre and endorsed by the ITC External Quality Assurer or based upon documents provided by ITC.

Assessment results are to be recorded upon ITC documents listed below [or similar document approved by ITC EQA].

To assist in collecting authentic, reliable, valid and sufficient evidence ITC has developed and is continually updating evidence recording documents. The updated version will always be available from Support Resources on the Centre Web-Office. Including:

- PT1 Individual Learning Plan Template;
- PT2 Tutorial Template;
- PT3 Reflective Journal Entry Template;
- PT4 Personal Summative Review Template;
- PT6 Professional Discussion Record Template;
- PT10 Expert Witness Template

Specific:

- Template learner portfolio/workbook [PF.70.bm]
- Practical Observation Assessment form [A1.70.bm]
- Assessment Plan [A5.70.bm]

Centres must keep assessment evidence for all units for each learner until the EQA visit. As stated in the signed ITC Centre agreement (C9) all learner assessment evidence must be made available to ITC upon request.

6.4 Internal Quality Assurance

Assignment evidence is to be internally quality assured following ITC centrally produced procedures [Appendix document listing of this document] or procedures agreed with an ITC External Quality Assurer.

To assist Centres in this function, the following documents are available on the ITC Web-Office.

- IQA1: Internal Quality Assurance Process
- IQA2: Centre Standardisation Records
- IQA3: Assessment Sampling Record
- IQA4: Assessor Sampling Report Record
- IQA5: Internal Quality Assurance Record Form

All IQA evidence must be maintained and archived for at least 3 years.

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7. Supporting Resources for Delivery

7.1 Reading List

Useful Web Resources:

Cycle UK

How To Make Sure Your Bike Is Safe Before You Ride | Tredz Bikes

8. External Quality Assurance

8.1 Procedures

An External Quality Assurance event may include some or all of the following methods:

a) initial Centre visit;
b) ongoing Centre visit;
c) desktop research;
d) internet research;
e) telephone or video meeting;
f) unannounced visit to training event;
g) action plan evidence review;
h) remote moderation;
i) attendance at standardisation events.

The nature of the activity will depend upon the risk rated track record of the Centre.

Centres will be notified of proposed external quality assurance events. During the Centre visit all the completed learner assessment evidence will be made available for moderation. Moderation of learner assessment evidence will be on a sampling basis.

As well as sampling the external quality assurance event may include the following specific requests:

a) confirmation of all policies and documented procedures;
b) a review of evidence of implementation of Centre policies and documented procedures;
c) a review of the evidence of Centre internal quality assurance and staff development events;
d) a review of the evidence generated from previous external moderations events including action plan evidence;
e) a review of documented draft assignment feedback by tutors;
f) a review of assessment evidence from any registered learner;
g) any guidance to deliver the qualification.

8.2 Visit Details

Centres will be allocated a named External Quality Assurer who may contact the Centre prior to a visit. For each announced visit:

a) the Centre will be notified in advance to allow time to make suitable arrangements. Normally planned at the previous visit;
b) the agenda for the meeting will be forwarded to the Centre;

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c) the meeting will occur on the planned date;
d) preliminary action plans will be drafted for agreement and review at the time of the Centre visit;
e) action plan evidence will be generated according to the specified timescale by the Centre and approved or referred by ITC;
f) risk rating will be applied to each Centre and risk managed on an individual Centre basis.

8.3 Qualification Standardisation

Centres must provide samples of assessment evidence from units, assessment materials or learner evidence upon request from ITC. The results of any standardisation activity will be provided to all ITC Centres delivering the units. All Centre confidential material will remain confidential.

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