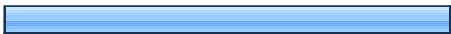





## 1. Your business name (optional)

	Response Count
	28
<b>answered question</b>	<b>28</b>
<b>skipped question</b>	<b>29</b>





## 2. Location

		Response Percent	Response Count
Metro		71.9%	41
Regional		28.1%	16
<b>answered question</b>			<b>57</b>
<b>skipped question</b>			<b>0</b>










## 3. As the owner or manager of the bicycle store, do you currently have any formal bicycle mechanics qualifications?

		Response Percent	Response Count
Yes		24.1%	13
No		75.9%	41
<b>answered question</b>			<b>54</b>
<b>skipped question</b>			<b>3</b>



#### 4. What level of bicycle mechanics qualification have you achieved?

		Response Percent	Response Count
Certificate II in Bicycle echanics		27.3%	3
<b>Certificate III in Bicycle mechanics</b>		<b>63.6%</b>	<b>7</b>
Wholesaler - brand specific training		9.1%	1
In-house retailer mechanics training		0.0%	0
Other (please specify)		27.3%	3
		<b>answered question</b>	<b>11</b>
		<b>skipped question</b>	<b>46</b>







**5. As the owner or manager of the store, what is the highest level of education you have achieved? (federal government training subsidies are only available if you are studying a higher level of qualification)**

		Response Percent	Response Count
Year 11 or equivalent		4.3%	2
Year 12 or equivalent		10.6%	5
Traineeship		0.0%	0
<b>Trade apprenticeship or equivalent</b>		<b>27.7%</b>	<b>13</b>
Certificate II		4.3%	2
Certificate III		6.4%	3
Certificate IV		6.4%	3
Diploma		8.5%	4
<b>University degree or higher</b>		<b>27.7%</b>	<b>13</b>
Other (please specify)		4.3%	2
<b>answered question</b>			<b>47</b>
<b>skipped question</b>			<b>10</b>

**6. Do you have a 'head' bike mechanic other than yourself?**

		Response Percent	Response Count
Yes		64.0%	32
No		36.0%	18
<b>answered question</b>			<b>50</b>
<b>skipped question</b>			<b>7</b>





## 7. What level of bicycle mechanic qualification does your 'head' mechanic have?

		Response Percent	Response Count
Certificate II in Bicycle mechanics		3.1%	1
Certificate III in Bicycle mechanics		21.9%	7
Brand specific mechanics training		9.4%	3
In house retailer mechanics training		18.8%	6
<b>None</b>		<b>34.4%</b>	<b>11</b>
Other (please specify)		12.5%	4
<b>answered question</b>			<b>32</b>
<b>skipped question</b>			<b>25</b>


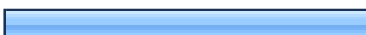


## 8. How many mechanics do you have on your staff roster?

	Response Average	Response Total	Response Count
<b>Number of full time bicycle mechanics</b>	<b>1.38</b>	<b>51</b>	<b>37</b>
Number of part time bicycle mechanics	1.22	33	27
Number of casual bicycle mechanics	0.83	24	29
<b>answered question</b>			<b>42</b>
<b>skipped question</b>			<b>15</b>










### 9. How many of these have a Certificate II or higher in bicycle mechanics training?

		Response Percent	Response Count
0		68.2%	30
1		25.0%	11
2		4.5%	2
3		2.3%	1
4		0.0%	0
5		0.0%	0
6+		0.0%	0
<b>answered question</b>			<b>44</b>
<b>skipped question</b>			<b>13</b>




### 10. What is the average hourly rate paid to a bicycle mechanic in your business?

		Response Percent	Response Count
\$15.51 to \$20.00 per hour		24.4%	10
<b>\$20.01 to \$25.00 per hour</b>		<b>58.5%</b>	<b>24</b>
\$25.01 to \$30.00 per hour		12.2%	5
\$30.01 to \$35.00 per hour		4.9%	2
\$35.01 to \$40.00 per hour		0.0%	0
\$40.01 or more per hour		0.0%	0
<b>answered question</b>			<b>41</b>
<b>skipped question</b>			<b>16</b>





## 11. What is the average age of bicycle mechanics in your business?

		Response Percent	Response Count
<18		4.5%	2
18-24		9.1%	4
<b>25-30</b>		<b>27.3%</b>	<b>12</b>
31-35		22.7%	10
36-40		4.5%	2
41-45		9.1%	4
46-50		9.1%	4
51-55		6.8%	3
56-60		6.8%	3
61+		0.0%	0
<b>answered question</b>			<b>44</b>
<b>skipped question</b>			<b>13</b>








## 12. Have you advertised for any bicycle mechanic positions in the past 12 months?

		Response Percent	Response Count
<b>Have not advertised any positions</b>		<b>68.2%</b>	<b>30</b>
1 position		25.0%	11
2 positions		6.8%	3
3 + positions		0.0%	0
<b>answered question</b>			<b>44</b>
<b>skipped question</b>			<b>13</b>



### 13. Have you employed any bicycle mechanics in the past 12 months?

		Response Percent	Response Count
Have not employed any bicycle mechanics in past 12 months		50.0%	22
Have employed 1 new bicycle mechanic		38.6%	17
Have employed 2 new bicycle mechanics		9.1%	4
Have employed 3 or more bicycle mechanics		2.3%	1
<b>answered question</b>			<b>44</b>
<b>skipped question</b>			<b>13</b>







### 14. What level of qualification do you require your mechanics to have to service bicycles in your shop?

		Response Percent	Response Count
Certificate II		4.7%	2
Certificate III		7.0%	3
Brand specific training		7.0%	3
in house retailer training		30.2%	13
<b>Prefer qualified but take what can get</b>		<b>32.6%</b>	<b>14</b>
Qualifications are not a priority		18.6%	8
Other (please specify)		18.6%	8
<b>answered question</b>			<b>43</b>
<b>skipped question</b>			<b>14</b>

### 15. Do you believe having qualified bicycle mechanics adds value to your business?



		Response Percent	Response Count
Yes		78.6%	33
No		21.4%	9
Other (please specify)			4
<b>answered question</b>			<b>42</b>
<b>skipped question</b>			<b>15</b>

### 16. Do you believe the industry should introduce a minimum level of qualification for all bicycle mechanics?

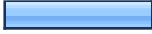

		Response Percent	Response Count
Yes - Certificate III in Bicycle mechanics		28.6%	12
Yes - Certificate II in Bicycle mechanics		28.6%	12
Yes - Distributor based training program		2.4%	1
Yes - Internal retailer based training program		16.7%	7
No		16.7%	7
Other (please specify)		7.1%	3
<b>answered question</b>			<b>42</b>
<b>skipped question</b>			<b>15</b>



**17. Do you believe the bicycle sector would benefit from an industry recognised certification for retail outlets?**

		Response Percent	Response Count
Yes		93.0%	40
No		7.0%	3
Other (please specify)		0.0%	0
<b>answered question</b>			<b>43</b>
<b>skipped question</b>			<b>14</b>



**18. The new Australian Design Rules for electric bicycles will be introduced this year, and are expected to significantly increase the sale of electric bicycles in Australia. Do you have any bicycle mechanics with specific skills to service electric bicycles?**

		Response Percent	Response Count
Yes		23.3%	10
No		76.7%	33
<b>answered question</b>			<b>43</b>
<b>skipped question</b>			<b>14</b>

**19. What workshops/training programs could the industry deliver to support your business or staff?**

	Not at all useful	not useful	Somewhat useful	Very useful	Priority	Rating Average	Rating Count
Bicycle mechanics	2.3% (1)	2.3% (1)	9.3% (4)	<b>51.2% (22)</b>	34.9% (15)	4.14	43
Retail business	2.4% (1)	0.0% (0)	26.2% (11)	<b>50.0% (21)</b>	21.4% (9)	3.88	42
E-commerce/m-commerce	0.0% (0)	9.8% (4)	31.7% (13)	<b>36.6% (15)</b>	22.0% (9)	3.71	41
OH&S	2.5% (1)	12.5% (5)	<b>35.0% (14)</b>	<b>35.0% (14)</b>	15.0% (6)	3.48	40
Human Resources	5.1% (2)	23.1% (9)	<b>56.4% (22)</b>	10.3% (4)	5.1% (2)	2.87	39
Fianancial Management	2.6% (1)	15.4% (6)	<b>41.0% (16)</b>	28.2% (11)	12.8% (5)	3.33	39
Marketing	0.0% (0)	2.5% (1)	37.5% (15)	<b>40.0% (16)</b>	20.0% (8)	3.78	40
Stock management	5.0% (2)	10.0% (4)	25.0% (10)	<b>45.0% (18)</b>	15.0% (6)	3.55	40
<b>answered question</b>							<b>43</b>
<b>skipped question</b>							<b>14</b>

**20. If you would like to receive further information on bicycle mechanics training, please include your contact details below**

		Response Percent	Response Count
Name		93.8%	15
Email		100.0%	16
<b>answered question</b>			<b>16</b>
<b>skipped question</b>			<b>41</b>