

## 1.1 State how to communicate effectively with others

### How to communicate effectively in a verbal way

Always speak clearly and slowly so that the person can understand what you are saying. Do not rush your words and speak in a clear voice. Be polite and vary your tone so that the listener can stay interested. Stick to the facts and don't talk too much, be prepared for the listener to ask questions. Use eye contact to keep the listener engaged and let them know that you are interested. Your body language should be relaxed and you should ask open questions.

### How to communicate effectively in a written way

Your handwriting must be neat and readable. Keep to the point and don't waffle, try and write down the exact message that you want to send so that the reader can understand what has been written. Avoid complicated words that the reader may not understand. Clearly write who the message is for and be clear when saying who it is from. Use the date and time if needed so that the person knows when it was written. Write down the key important things you want to say.

### How to communicate effectively with colleagues

Always be polite, approachable and well mannered, treating people with respect. Have good eye contact. Have relaxed, open body language and you can even use gestures to exaggerate points needed. Always make sure that your posture is non-threatening and that you give your colleague their personal space as this should not be invaded. Pass on messages verbally or written by sticking to the point and by not using complex words that they may not understand. Always stick to the facts and avoid being opinionated, respect people's beliefs and opinions and allow freedom of speech.

### How to communicate effectively with the supervisor and manager

Be respectful remembering that they are in charge and have more experience. Always pass on any important information immediately to the supervisor or manager so that they can deal with any issues. Make notes if you have a lot to remember so that you don't forget key points. Speak in a clear voice and use eye contact and gestures. Avoid raising your voice and keep an even tone. Use more formal language and use open body language. You may need to find out exactly what to do so use open questions and active listening skills.

### How to communicate effectively with clients

Introduce yourself in a friendly way and find out who they are so you can pass them on to the relevant person. Provide clients with key information and avoid talking too much. Give space for clients to ask questions. Be polite, friendly and approachable. Provide advice if needed and pass clients on to the manager if you are unable to help them. Ask key questions such as: 'how can I help you?' and if you need to pass them on to the manager then say, 'I will just get someone to help you.'

### How to use an introduction when communicating

First introduce yourself by name and say hello or an informal hi if you already know them. You may say to the person: 'Can I help you' or 'Is there anything I can do for you today'. Use eye contact but not so much that they feel uncomfortable. Your posture should be relaxed and you should give them personal space. Ask open questions and vary your tone when speaking. Do not raise your voice. When you tell them your name you can also

say your job role. You may then need to guide them to the appropriate person for them to see if you are unable to help them.

<https://www.thebalancecareers.com/communication-skills-list-2063779>

## 1.2 State the roles and responsibilities of the people in the organisation

**Tutors** - Tutors are there to teach and provide support. A tutor is someone you can go to if you need any help. Tutors also provide reports and feedback to help you on your course.

**Supervisors** - They will oversee a group of people and report back to the manager. Their job is to follow the managers instructions and make sure that everyone else is doing their job correctly. You can report to a supervisor and go to them if you have a question or are concerned about anything.

**Head person** - They are in charge of the day to day running and will be in charge of the supervisor. They will usually be responsible for placing orders, organising vet appointments and keeping on track of health and well-being for the horses.

**Managers** - The manager is the person in charge over everyone. They will be responsible for employing and also firing people. They will be in charge of the jobs people do and the hours they work. They will be the person to allow holidays and you should go to them for any questions regarding your employment. The manager should make sure that all other workers are doing their job correctly. It is also their job to ensure that health and safety is followed and they should also provide the correct training and PPE as necessary.

<https://www.thebalancecareers.com/what-is-a-manager-2276096>

## 1.3 Describe the advantages of effective teamwork

What are the advantages of effective teamwork?

- More work completed in less time
- Morale is good
- Everyone knows and understands what they are doing
- The workplace is a nice environment
- Safety issues are eliminated
- Everyone gets a chance to shine
- Horses are looked after correctly
- Good communication

<https://www.kennedypearce.com/blog/2019/04/the-power-of-defining-roles-in-the-workplace?source=google.co.uk>

## 1.4 Explain why visitors should be dealt with courteously

You want the visitor to go away with a good impression so that the reputation of the company is upheld. You want to make the visitor feel respected and listened to so that they speak highly of the company and return again. If you are rude and unhelpful the visitor will not return and it will place the company in a very negative light leading to them losing money and clients. Never be rude or condescending to a visitor but always make them feel welcome and at ease.

## 1.5 Describe the need for security in the workplace

**Why should Horses be kept securely** - A loose horse could get injured very easily. Horses are naturally very nervous animals but they are also very powerful. A horse that is not tied up securely or in a secure stable or field could injure someone else or get ran over. They could also enter areas that are unsafe for them such as a road or places with

barbed wire fencing. Horses tend to canter or gallop when feeling threatened and they may not stop. This could cause many accidents to both the horse and the human.

**Why should equipment be kept securely** - Some pieces of equipment could be sharp or dangerous and they need to be locked away so that a child or vulnerable person does not get hurt. You should sign in and out some pieces of equipment so that you can keep a track of where they are. Some equipment is very expensive and should be kept away to avoid breaking it or damaging it. Equipment can be expensive and keeping it secure avoids having it get stolen or misplaced.

**Why is security important for people** - The main reason is to keep them safe. Visitors should be checked in and out so that we know who is there in the event of an emergency such as a fire. Valuables should be locked away so that they are not stolen or lost. It helps to avoid accidents and injuries if people are signed in securely and they have a member of staff escorting them. Health and safety policies should be followed and it should be available for people to see.

It's important to take your workplace security seriously, as not having the right systems in place can have major knock-on effects to the rest of your business. For instance, a loss of stock, equipment and materials from theft can affect your profits, product deliverability and customer satisfaction. In addition, a sequence of injuries to staff could leave employees feeling unsafe, vulnerable and looking for a new job.

<https://www.businesswatchgroup.co.uk/how-to-improve-workplace-security/>

1.6 Outline the reasons why personal progress should be reviewed, and with whom  
It's important to keep track on your progress to see if you are improving or if any changes need to be made. Progression in the workplace is very important and you should always be making goals to improve and learn.

Your manager will be responsible for reviewing your progress and for providing you with important feedback where you can learn and develop your skills.

As discussed above, personal development can help you embrace your full potential and improve your quality of life. As a result of personal development, your life's biggest dreams and aspirations can come true, and you'll have the skills to thrive in any scenario.

<https://www.allegromediadesign.com/blog/what-is-personal-development-and-why-is-it-important>

1.7 Refer any unresolved difficulties to the appropriate person

Who should you report to in the event of any unresolved difficulties?

Go to your supervisor first and if they cannot help you then go to the manager.

If you have a problem at work find out about the different ways, both informal and formal, that you could try to sort things out. Before taking action try to work out what the problem is and make sure it isn't a simple mistake or misunderstanding.

If you believe there is a real problem, explain your concern to your immediate manager to see if you can sort it out informally. You may find it helpful to suggest what you would like them to do to resolve your problem.

<https://www.nidirect.gov.uk/articles/how-resolve-problem-work>

## 2. Know relevant health and safety legislation and environmental good practice

### 2.1 Outline the current health and safety legislation, codes of practice and any additional requirements

What PPE should be worn when working with horses?

**Footwear** - Wear suitable riding boots and wellingtons that will keep you warm and protected. Never wear heels or open toes when working with horses. Hardy boots and steel toe caps can be worn to protect the foot if a horse accidentally stands on it. When riding horses, correct riding boots prevent the foot from slipping through the stirrup.

**Leg and body wear** - Avoid wearing shorts and wear jodhpurs that are comfortable and thick enough to protect you. Always wear a body protector to protect your back when riding. Waterproofs and chaps can protect you from wet and cold weather and keep you warm.

**Gloves** - Wear gloves when leading and riding horses. This will protect your hands and help you to handle the horse better, allowing you better grip. Wear gloves that have grips on them if you can.

**Hat as required** - Follow British Standards Institute (BSI) requirements for hats to keep you safe. PAS 015 2011 is the most up to date standard from the BSI and is the highest safety standard for riding hats in terms of shock absorbency, penetration and retention. A hat with this standard will also show a BSI Kitemark which is a quality assurance mark to show that the hats are regularly and independently batch tested by BSI to ensure the safety of that riding hat meets the appropriate specification. Wear hats when leading and riding horses to keep you safe.

**Hair** - Long hair should be tied back and in some cases you must wear a hair net. Do not have hair dangling over the face as it could be a health and safety issue when you are handling a horse as it may restrict your vision.

**Jewellery** - Avoid wearing jewellery when working with horses. Jewellery can easily get ripped out or caught causing injury to the person wearing it.

<https://www.houghtoncountry.co.uk/horse-riding-safety-equipment-guide-i118>

Routine awareness of working with horses in and out of the stable

How to secure horses in the stable

Use a head collar and lead rope and always do a quick release knot.

Ideally, the rope should be attached chest height or higher. The rope should be tied so it doesn't dangle low enough to be stepped over but not be so high or so tight that the horse's head is restricted. Never tie to a bridle, with the reins, or to the bit in any way. If the horse struggles, it could severely injure its mouth. Always tie on to bailing string which is attached to a post, wall, or partition that is firmly anchored and will not come loose if the horse pulls on it. The object is to have the bailing string break rather than the structure you are tying to or the horse's neck. Don't tie your horse or pony to anything that moves.

<https://www.thesprucepets.com/tying-your-horse-or-pony-safely-1885956>

How to secure horses outside of the stable

First make sure that there are no obstacles in the horses way and in the area you wish to tie the horse up. Ensure you put away any tools or wheelbarrows and things that could potentially injure a horse. Have a dedicated spot to tie your horse up safely outside of the stable. Use a ring and some bailing string attached to it to thread your lead rope through. Lead your horse out of the stable from the shoulder in a calm manner. Make sure there is nothing happening in their environment that could spook the horse such as loud noises if people working on machinery. If you are using a hay net make sure you tie it up high enough so that the horse's leg does not get stuck in it.

#### How to tie up correctly

Use a quick release knot so that if the horse pulls away or if you need to undo it the knot will come undone quickly. Always thread the lead rein through a piece of bailing string and not through the ring. A horse could harm itself if they pull back from a ring or even destroy the stable. The idea is that the bailing string will break easily allowing the horse to free itself and not cause any harm to the horse, handler, or buildings.

<https://pathways.bhs.org.uk/media/2607/bronze-handling-your-horse.docx>

#### How to lead the horse in hand correctly

Always lead from the horses left shoulder with your right hand about 15 inches away from the head of the horse and with your left hand holding the lead neatly coiled or folded.

Don't let the lead drag on the ground where it can be stepped on.

Never wrap the lead rein around your hand.

Walk with the horse, at its shoulder, not ahead or behind. Slightly extend your right elbow towards the horse so that if making contact with you, its shoulder will strike your elbow and move you away but not knock you over. Always turn a horse to the right and walk around it.

<https://nasdonline.org/1040/d000838/leading-horses-safely.html>