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DIPLOMA IN WORK BASED HORSE CARE

**NATIONAL OCCUPATIONAL STANDARDS
AND QUALIFICATION STRUCTURE
(JANUARY 2011)**

Diploma in Work Based Horse Care

Level 1

BHEST No: **QCF No:**

Unit Title

GROUP A – MANDATORY UNITS

HC1A1	M/600/0461	Principles of feeding and watering horses
HC1A2	A/600/0463	Assist with feeding and watering horses
HC1A3	F/600/0464	Principles of cleaning the stables and yard
HC1A4	J/600/0465	Assist with cleaning the stables and yard
HC1A5	L/600/3089	Principles of putting on and taking off tack
HC1A6	D/600/0407	Assist with putting on and taking off tack
HC1A7	R/600/3093	Principles of cleaning tack and horse clothing
HC1A8	R/600/0422	Assist with cleaning tack and horse clothing
HC1A9	J/600/3091	Principles of putting on and taking off horse rugs
HC1A10	M/600/0413	Assist with putting on and taking off horse rugs
HC1A11	D/502/5653	Principles of grooming and washing horses under direction
HC1A12	K/502/5655	Groom and wash horses under direction
HC1A13	T/600/0428	Principles of leading and controlling a horse for inspection under direction
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HC1A15	J/600/0434	Principles of catching and moving horses under direction
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HC1A17	T/600/2471	Principles of maintaining Health and Safety in the workplace
HC1A18	J/600/2460	Maintain Health and Safety in the Workplace
HC1A19	A/600/0379	Principles of maintaining good working relations with others
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Unit Title	Principles of feeding and watering horses		
Level	1	Credits	2
BHEST Reference Number	HC1A1	QCF Number	M/600/0461

About this Unit
This unit is about having the knowledge and understanding of how to provide food and water to stabled and grass kept horses.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to provide feed and water to stabled and grazing horses	1.1 Describe methods of feeding and watering horses throughout the year	Feeding and watering to include: <ul style="list-style-type: none"> • Stabled horses • Grass kept horses • Forage • Concentrate • Single horses • Groups of horses
	1.2 State the normal feeding habits of horses and why it is important to report any changes	
	1.3 List the types of changes in horses' feeding habits which may occur	
	1.4 State how equipment should be cleaned, maintained and stored	
	1.5 State the hygiene requirements of horses, self and others	
	1.6 State changes in horses' behaviour at feeding time and safety awareness	
2. Know how to work safely	2.1 State the health and safety policy, and own responsibility under health and safety legislation	
	2.2 State how waste should be disposed of	
	2.3 State health and safety practice when feeding, including groups of loose horses	

General Notes
The practical skills for this unit are supported by Unit A/600/0463 Assist with feeding and watering horses

Unit Title	Assist with feeding and watering horses		
Level	1	Credits	2
BHEST Reference Number	HC1A2	QCF Number	A/600/0463

About this Unit

This unit is about having the practical skills to assist with feeding and watering stabled and grass kept horses. Although working under supervision you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to assist with providing feed and water for stabled and grazing horses	1.1 Feed horses according to instructions, to include both forage and concentrate	Feeding and watering to include: <ul style="list-style-type: none"> • Stabled horses • Grass kept horses • Forage • Concentrate • Single horses • Groups of horses
	1.2 Supply horses with water using the correct sources, system and quantities	
	1.3 Report any changes in the feeding and drinking habits of horse to the appropriate person	
	1.4 Clean and replace equipment, ensuring it is ready for use	
2. Be able to work safely	2.1 Dispose of waste from feeding safely and correctly	
	2.2 Maintain the health and safety of horses, self and others	
	2.3 Correctly identify and report any hazards to the appropriate person	

General Notes

The knowledge and understanding for this unit is supported by Unit M/600/0461 Principles of feeding and watering horses.

Unit Title	Principles of cleaning the stables and yard		
Level	1	Credits	3
BHEST Reference Number	HC1A3	QCF Number	F/600/0464

About this Unit
This unit is about having the knowledge and understanding to clean stables and yard, including mucking out and bedding down.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to clean stables and yard	1.1 State the horses' basic welfare requirements and how to maintain their health and well being	
	1.2 List the types of bedding used in stables to maintain horses' health and well-being	
	1.3 State how to handle horses and tie horses up safely and securely	
	1.4 List the types of equipment used when cleaning stables and describe how to use and store them correctly	
	1.5 Give reasons for personal hygiene as it applies to working on the yard	
	1.6 State reporting procedures and to whom faults and defects should be reported	

2. Know how to work safely	2.1	State own responsibilities under animal welfare and health and safety legislation	
	2.2	List types of hazards that may be present in stables and yard and state how these should be removed or controlled	
	2.3	State health and safety implications associated with drains and muck heaps and how to dispose of waste safely and correctly	
	2.4	State the correct use of disinfectants and legislative requirements that apply to their use	
	2.5	State the procedures in icy and adverse weather conditions	

General Notes

The practical skills for this unit are supported by Unit J/600/0465 Assist with cleaning the stables and yard.

Unit Title	Assist with cleaning the stables and yard		
Level	1	Credits	4
BHEST Reference Number	HC1A4	QCF Number	J/600/0465

About this Unit

This unit is about having the practical skills to assist with mucking out and bedding down. It also involves sweeping up, and cleaning of feeding and watering equipment. Although working under supervision you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to assist with cleaning stables	1.1 Tie the horse up safely and securely	<p>The learner should be able to assist with all routine mucking out procedures, working under supervision.</p> <p>Bedding can be any of the following:</p> <ul style="list-style-type: none"> • Straw • Shavings • Paper • Rubber matting • Other alternative
	1.2 Clean stables to include skip out, full muck out and disinfection	
	1.3 Dispose of waste according to instructions	
	1.4 Select bedding and bed down according to instructions	
	1.5 Replace water and food containers when cleaning is complete	
	1.6 Replace equipment according to instructions	
2. Assist with cleaning the yard	2.1 Keep the yard clean and maintain the muck area in accordance with instructions	
	2.2 Clean surface drains to ensure the free flow of excess water	
	2.3 Report faults and defects immediately to the appropriate person	

3. Be able to work safely	3.1 Maintain the health and safety and welfare of horses, self and others	
	3.2 Correctly identify and report any hazards to the appropriate person	
	3.3 Select, check and use equipment correctly	

General Notes

The knowledge and understanding for this unit is supported by Unit F/600/0464 Principles of cleaning the stables and yard.

Unit Title	Principles of putting on and taking off tack		
Level	1	Credits	1
BHEST Reference Number	HC1A5	QCF Number	L/600/3089

About this Unit
This unit is about having the knowledge and understanding to tack a horse up for exercise and untack it after exercise.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to put on and take off tack	1.1 State how to recognise if the tack is likely to cause the horse discomfort or be unsafe	Tack to include: <ul style="list-style-type: none"> • Simple snaffle • Bridle • Neck strap • Saddle • Numnah • Exercise boots Colours and markings to include: <ul style="list-style-type: none"> • All colours • Basic leg and face markings
	1.2 State how to secure the horse if it needs to be left when tacked up	
	1.3 List the parts of the bridle and basic parts of the saddle, and the individual horse's equipment	
	1.4 Describe horse identification through colours and markings	
	1.5 State how to tack up and un-tack horses	
	1.6 State the types of difficulties which may occur and to whom these should be reported	
	1.7 State how and where to store tack	
2. Know how to work safely	2.1 State safety precautions to be taken while tacking up	

General Notes
The practical skills for this unit are supported by Unit D/600/0407 Assist with putting on and taking off tack

Unit Title	Assist with putting on and taking off tack		
Level	1	Credits	3
BHEST Reference Number	HC1A6	QCF Number	D/600/0407

About this Unit
This unit is about having the practical skills to assist with putting on and taking off tack and exercise boots. Although working under supervision you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to assist with putting on and taking off tack	1.1 Identify and approach the horse in a manner which minimises risk, according to instructions	Tacking up a horse to include: <ul style="list-style-type: none"> • Simple snaffle • Bridle • Neck strap • Saddle • Numnah • Exercise boots
	1.2 Tack up correctly according to instructions	
	1.3 Report any difficulties to the appropriate person	
	1.4 Remove tack after work and store it in the required place	
2. Be able to work safely	2.1 Maintain the health and safety and welfare of the horse, self and others during the work	

General Notes
The knowledge and understanding for this unit is supported by Unit L/600/3089 Principles of putting on and taking off tack.

Unit Title	Principles of cleaning tack and horse clothing		
Level	1	Credits	2
BHEST Reference Number	HC1A7	QCF Number	R/600/3093

About this Unit

This unit is about having the knowledge and understanding to clean tack and horse clothing. It includes checking tack for safety.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to clean tack and horse clothing	1.1 State the dangers of unsafe stitching or damaged tack	Cleaning should include: <ul style="list-style-type: none"> • Daily • Seasonal • Washing • Brushing
	1.2 Give the reasons for regular cleaning of tack and horse clothing	
	1.3 State the problems vermin may cause when storing tack	
	1.4 State how to store horse clothing and tack	
	1.5 Identify the basic parts of the saddle and bridle	
	1.6 State how to carry out routine cleaning of tack and horse clothing	
	1.7 State how to use cleaning equipment	
2. Know how to work safely	2.1 Describe health and safety requirements within the workplace	

General Notes

The practical skills for this unit are supported by Unit R/600/0422 Assist with cleaning tack and horse clothing.

Unit Title	Assist with cleaning tack and horse clothing		
Level	1	Credits	2
BHEST Reference Number	HC1A8	QCF Number	R/600/0422

About this Unit

This unit is about having the practical skills to assist with cleaning tack and horse clothing. Although working under supervision you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to assist with cleaning tack and horse clothing	1.1 Carry out routine cleaning of tack and horse clothing according to instructions	The learner should be able to assist with cleaning tack, rugs, boots and bandages in general use. Cleaning may include washing and/or brushing.
	1.2 Identify and report faults and defects in tack and horse clothing to the appropriate person	
	1.3 Identify and report any hazards to the appropriate person	
2. Be able to work safely	2.1 Maintain the health and safety and security of self and others during the work	

General Notes

The knowledge and understanding for this unit is supported by Unit R/600/3093 Principles of cleaning tack and horse clothing.

Unit Title	Principles of putting on and taking off horse rugs		
Level	1	Credits	2
BHEST Reference Number	HC1A9	QCF Number	J/600/3091

About this Unit
This unit is about having the knowledge and understanding to rug up a horse. It is also about removing and storing rugs.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to put on and take off horse rugs	1.1 State the potential hazards when using rugs with leg straps	Rugs include: <ul style="list-style-type: none"> • Under rug • Top rug Rugs may be indoor or outdoor rugs. Typical problems may include: <ul style="list-style-type: none"> • Damage to the rug • Difficulty in putting on the rug • Hazards
	1.2 Give the reasons for ensuring the rugs are applied correctly	
	1.3 State the procedure to follow if rugs slip	
	1.4 State how to apply and remove a horse rug	
	1.5 State how to fold and store rugs	
	1.6 State the types of problems which may occur and to whom they should be reported	
2. Know how to work safely	2.1 State safety precautions to be taken whilst putting on and taking off horse rugs	

General Notes
The practical skills for this unit are supported by Unit M/600/0413 Assist with putting on and taking off horse rugs.

Unit Title	Assist with putting on and taking off horse rugs		
Level	1	Credits	2
BHEST Reference Number	HC1A10	QCF Number	M/600/0413

About this Unit
This unit is about having the practical skills to assist with putting on and taking off horse rugs. Although working under supervision you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to assist with putting on and taking off horse rugs	1.1 Put on rugs according to instructions, to include under rugs and top rugs	The learner should be able to assist with horse rugs including: <ul style="list-style-type: none"> • Under rug • Top rug Typical problems may include: <ul style="list-style-type: none"> • Damage to the rug • Difficulty in putting on the rug • Hazards
	1.2 Remove, fold and store rugs according to instructions	
	1.3 Report any problems and potential hazards to the appropriate person	
	1.4 Adjust rugs under supervision	
2. Be able to work safely	2.1 Maintain the health, safety and security of horse, self and others during the work	

General Notes
The knowledge and understanding for this unit is supported by Unit J/600/3091 Principles of putting on and taking off horse rugs.

Unit Title	Principles of grooming and washing horses under direction		
Level	1	Credits	1
BHEST Reference Number	HC1A11	QCF Number	D/502/5653

About this Unit
This unit is about having the knowledge and understanding to groom and wash horses before and after exercise. It includes washing and sponging off.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know how to groom and wash horses	1.1 Describe the dangers of a dusty environment	Washing a horse may be limited to: <ul style="list-style-type: none"> • Washing mane, tail and legs • Sponging off after exercise Condition of shoes to include: <ul style="list-style-type: none"> • Loose • Lost • Twisted
	1.2 Describe the dangers of wearing perfume and jewellery	
	1.3 Describe the different types of grooming techniques and when to use them	
	1.4 Describe the importance of drying legs after washing	
	1.5 Describe the different grooming requirements of stabled and grass kept horses	
	1.6 State the reasons why changes in the condition of the shoes must be reported	
	1.7 Identify the items of the grooming kit	
2. Know the types of equipment required and how to maintain them	2.1 Describe the equipment which is required for the activity and commonly used	
	2.2 Describe the methods of maintaining the range of equipment in a fit state for use	

3. Know relevant health and safety legislation and environmental good practice	3.1 Outline the current health and safety legislation, codes of practice and any additional requirements	
	3.2 Describe how environmental damage can be minimised	
	3.3 Describe the correct methods for disposing of organic and inorganic waste.	

General Notes

The practical skills for this unit are supported by Unit K/502/5655 Groom and wash horses under direction

Unit Title	Groom and wash horses under direction		
Level	1	Credits	3
BHEST Reference Number	HC1A12	QCF Number	K/502/5655

About this Unit
This unit is about grooming, washing and sponging horses off prior to and after exercise, under direction. Although working under direction you should be able to work safely and understand safe working practices

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to groom and wash horses	1.1 Wash feet and legs according to the approved method	Washing a horse may be limited to: <ul style="list-style-type: none"> • Washing mane, tail and legs • Sponging off after exercise
	1.2 Wash tail according to the approved method	
	1.3 Sponge the horse down in accordance with instructions	
	1.4 Groom the horse ready for exercise	
	1.5 Groom the horse after exercise	
	1.6 Report concerns regarding changes in the condition of the shoes to the appropriate person	
	1.7 Identify and report hazards to the appropriate person	
2. Be able to select, use and maintain relevant equipment	2.1 Select and use grooming or other appropriate equipment according to instruction	
	2.2 Prepare, maintain and store grooming or other appropriate equipment correctly after use to ensure that equipment is in a safe and effective working condition.	

3. Be able to work safely	3.1 Work in a way which maintains health and safety and security of horse, self and others during work which is consistent with relevant legislation, codes of practice and any additional requirements	
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General Notes

The knowledge and understanding for this unit is supported by Unit D/502/5653 Principles of grooming and washing horses under direction.

Unit Title	Principles of leading and controlling a horse for inspection under direction		
Level	1	Credits	1
BHEST Reference Number	HC1A13	QCF Number	T/600/0428

About this Unit
This unit is about having the knowledge and understanding of how to stand up, lead and control a horse under direction. It also includes selecting and using suitable tack and equipment.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know the principles of leading and controlling a horse for inspection	1.1 State when it is necessary to control horses and describe the potential dangers involved	Inspection to include: <ul style="list-style-type: none"> • Soundness • Observation
	1.2 State the reasons for safety procedures and identify protective clothing	
	1.3 Identify precautions to be taken when controlling horses	
	1.4 Describe the methods for controlling the horse	
	1.5 Describe the correct use of tack	
	1.6 State the types of inspection and healthcare procedures which are used	
2. Know the types of equipment required and how to maintain them	2.1 Describe the equipment which will be required for the activity	Equipment may include: <ul style="list-style-type: none"> • Personal protective equipment • Head collars • Bridles
	2.2 Describe the methods of maintaining the range of equipment ready for use	

3. Know the relevant health and safety legislation and environmental good practice	3.1 Outline the current health and safety legislation, codes of practice and any additional requirements	
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General Notes

The practical skills for this unit are supported by Unit H/600/0425 Lead and control a horse for inspection under direction

Unit Title	Lead and control a horse for inspection under direction		
Level	1	Credits	2
BHEST Reference Number	HC1A14	QCF Number	H/600/0425

About this Unit

This unit is about having the practical skills to stand up, lead and control a horse under direction. You should be able to select and fit suitable tack and equipment. Although working under direction you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to lead and control a horse for inspection	1.1 Maintain control of the horse by using suitable tack and control techniques including with a head collar and bridle	
	1.2 Move the horse for health and soundness inspections according to instructions	
	1.3 Lead and control the horse in accordance with instructions	
	1.4 Wear the appropriate protective clothing	
2. Be able to select, use and maintain relevant equipment	2.1 Select appropriate equipment for this area of work	Equipment to include: <ul style="list-style-type: none"> • Head collar • Bridle
	2.2 Prepare, maintain and store equipment in a safe and effective working condition	
3. Be able to work safely	3.1 Work in a way which maintains health and safety and security of horse, self and others during work which is consistent with relevant legislation, codes of practice and any additional requirements	

General Notes

The knowledge and understanding for this unit is supported by Unit T/600/0428 Principles of leading and controlling a horse for inspection under direction.

Unit Title	Principles of catching and moving horses under direction		
Level	1	Credits	1
BHEST Reference Number	HC1A15	QCF Number	J/600/0434

About this Unit

This unit is about having the knowledge and understanding of how to catch and move horses, including turning out and catching up from paddocks.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know the principles of catching and moving horses under direction	1.1 Describe the correct method of handling horses	Horse to include: <ul style="list-style-type: none"> • Stable horses • Grass kept horses
	1.2 Describe how to identify horses including basic external points of the horse, colours and markings	
	1.3 State the importance of approaching horses in a calm, safe manner which promotes confidence	
	1.4 Describe how to move horses safely and correctly	
	1.5 Describe how to establish horses in the new location	
	1.6 Describe how to check that the area is safe and secure	
2. Know the types of equipment required and how to maintain them	2.1 Describe the equipment that will be required for the activity	Equipment may include: <ul style="list-style-type: none"> • Personal protective equipment • Head collars • Bridles
	2.2 Describe the methods of maintaining the range of equipment in a fit state for use	

3. Know the relevant health and safety legislation and environmental good practice	3.1 Outline the current health and safety legislation, codes of practice and any additional requirements	
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General Notes

The practical skills for this unit are supported by Unit A/600/0432 Catch and move horses under direction

Unit Title	Catch and move horses under direction		
Level	1	Credits	2
BHEST Reference Number	HC1A16	QCF Number	A/600/0432

About this Unit
This unit is about the routine catching and moving of horses, including turning out and catching up from paddocks. Although working under direction you should be able to work safely and understand safe working practices.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to catch and move horses	1.1 Check the enclosure for safety and security of the horses and report to the appropriate person	The learner should be able to assist with catching and moving: <ul style="list-style-type: none"> • Stabled horses • Grass kept horses
	1.2 Approach and catch the horses in a manner which minimises risk	
	1.3 Identify horses to be moved and remove carefully from the enclosure using an appropriate method	
	1.4 Move horses to the required enclosure maintaining health, safety and welfare	
	1.5 Re-establish horse in the required enclosure	
2. Be able to select, use and maintain relevant equipment	2.1 Select appropriate equipment for this area of work	Equipment to include: <ul style="list-style-type: none"> • Head collar • Bridle
	2.2 Prepare, maintain and store equipment in a safe and effective working condition	

3. Be able to work safely	3.1 Work in a way which maintains health and safety and security of horse, self and others during work which is consistent with relevant legislation, codes of practice and any additional requirements	
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General Notes

The knowledge and understanding for this unit is supported by Unit J/600/0434 Principles of catching and moving horses under direction.

Unit Title	Principles of maintaining Health and Safety in the workplace		
Level	1	Credits	2
BHEST Reference Number	HC1A17	QCF Number	T/600/2471

About this Unit

This unit is about having the knowledge and understanding in relation to the important areas of health and safety in the workplace. This includes how to recognise and report hazards, comply with legislation and codes of practice, use equipment safely, report accidents, wear the correct clothing for the job, use safe lifting techniques and dispose of waste.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know the principles of maintaining health and safety in the workplace	1.1 Identify the types of hazards which may be present and to whom these should be reported	Hazards to include: <ul style="list-style-type: none"> • Mechanical • Chemical • Electrical • Horses • Environmental
	1.2 Describe fire and accident procedures	
	1.3 Describe safe lifting and handling techniques	
	1.4 Describe methods of minimising the contamination of edible materials when moving them around the work area	
	1.5 Describe methods of stacking materials safely	
2. Know relevant health and safety legislation and environmental good practice	2.1 Outline the current health and legislation, codes of practice and any additional requirements	
	2.2 Describe how environmental damage can be minimised	
	2.3 Describe the correct methods for disposing of waste	

3.	Know the types of equipment required and how to maintain them	3.1	Describe the equipment which will be required for the activity	
		3.2	Describe the methods of maintaining the range of equipment in a fit state for use	

General Notes

The practical skills for this unit are supported by Unit J/600/2460 Maintain health and safety in the workplace.

Unit Title	Maintain Health and Safety in the workplace		
Level	1	Credits	3
BHEST Reference Number	HC1A18	QCF Number	J/600/2460

About this Unit
This unit is about the important areas of health and safety in the workplace. This includes recognising and reporting hazards, complying with legislation and codes of practice, using equipment safely, reporting accidents, wearing the right clothing for the job, using safe lifting techniques and disposing of waste.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to maintain health and safety in the workplace	1.1 Recognise hazards and report them to the appropriate person	Hazards to include: <ul style="list-style-type: none"> • Mechanical • Chemical • Electrical • Horses • Environmental
	1.2 Keep your own work area tidy at all times	
	1.3 Report accidents promptly and in accordance with legal and organisational policy	
	1.4 Wear clothing which is consistent with good health and safety practice	
	1.5 Use safe techniques for lifting or moving heavy and awkward items	
2. Be able to select, use and maintain relevant equipment	2.1 Select appropriate equipment for this area of work	
	2.2 Use equipment according to relevant legislation and manufacturer's instructions	
	2.3 Prepare, maintain and store equipment in a safe and effective working condition	

3. Be able to work safely and minimise environmental damage	3.1 Work in a way which maintains health, safety and security of horse, self and others during work; consistent with relevant legislation, codes of practice and any additional requirements	
	3.2 Carry out work in a manner which minimises environmental damage	
	3.3 Dispose of waste safely and correctly	

General Notes

The knowledge and understanding for this unit is supported by Unit T/600/2471 Principles of maintaining health and safety in the workplace.

Unit Title	Principles of maintaining good working relations with others		
Level	1	Credits	1
BHEST Reference Number	HC1A19	QCF Number	A/600/0379

About this Unit

This unit is about establishing and maintaining good working relations with others. This includes working with colleagues as well as visitors to the workplace.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Know the principles of maintaining good working relations with others	1.1 State how to communicate effectively with others	Working relations to include: <ul style="list-style-type: none"> • Supervisor • Colleagues • Visitors
	1.2 State the roles and responsibilities of the people within the organisation	
	1.3 Describe the advantage of effective teamwork	
	1.4 Explain why visitors should be dealt with courteously	
	1.5 Describe the need for security within the workplace	
	1.6 Outline the reasons why personal progress should be reviewed and with whom	
	1.7 Explain why any unresolved difficulties are referred to the appropriate person	
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	

General Notes

The practical skills for this unit are supported by Unit D/600/0374 Maintain good working relations with others.

Unit Title	Maintain good working relations with others		
Level	1	Credits	2
BHEST Reference Number	HC1A20	QCF Number	D/600/0374

About this Unit
This unit is about establishing and maintaining good working relations with others. This includes working with colleagues as well as visitors to the workplace.

Learning Outcome The Learner will:	To achieve this unit you should have the knowledge and/or skills to:	Assessment Guidance
1. Be able to maintain good working relations with others	1.1 Communicate effectively with others	Working relations to include: <ul style="list-style-type: none"> • Supervisor • Colleagues • Visitors
	1.2 Greet and assist visitors courteously	
	1.3 Take part in reviews of your progress with the appropriate person and at suitable intervals	
	1.4 Seek advice and clarification if there are aspects of your work which are unclear	
2. Be able to work safely and minimise environmental damage	2.1 Work in a way which maintains health and safety and security of horse, self and others during work which is consistent with relevant legislation, codes of practice and any additional requirements	

General Notes
The knowledge and understanding for this unit is supported by Unit A/600/0379 Principles of maintaining good working relations with others.



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