

2021

# INFORMATION FOR LEARNERS

## ATTENDING AN EAQ® APPROVED CENTRE



Welcome to your local EAQ® Approved Centre where we hope you will enjoy your time with the horses.

In this booklet you will find more information about what you can expect from your sessions and some of things that you might find useful.

We are here to help you, so if you have any concerns or comments please speak with the facilitator at the centre or contact EAQ direct on 01747 828150.



# THINGS YOU MIGHT NEED TO KNOW

Before you start your course, we'd like to make sure that you understand a few policies and procedures. These have been written to make sure that everyone understands what will happen in certain situations. Please read them carefully or ask your facilitator to explain them to you.



## Fair Assessment

We want to make sure that assessment is fair for everyone so we will take your individual needs into account. If you have any disabilities or learning difficulties we will make reasonable adjustments to make sure that you are not disadvantaged.

We have well-qualified, experienced staff who can support you if you need help with reading, writing, number work or if you do not speak English as your first language.

We will make sure that you are assessed fairly if you are taking a qualification. That means that:

- assessment will be a test of what you know; what you understand and what you are able to do
- assessments will be standardised across different assessors and classes to ensure that you have been judged against the same standards as other people who are taking the same course or qualification
- you will be assessed using the same overall set of exercises and criteria.

## Malpractice

Malpractice is any irregular conduct on the part of the learner or centre staff which gives unfair advantage to an individual or group or disadvantages others.

Examples of malpractice include:

- Altering or forging any results documents or certificates
- Behaviour which disrupts or has the potential to disrupt the smooth running of an examination
- Copying or collusion or attempted copying or collusion during an examination or assessed work.

- Impersonating a learner
- Obtaining unauthorised access to examination material
- Plagiarism of another's work
- Using or trying to use unauthorised material or other aids in an examination (eg mobile phones, palm tops, notes, books or study guides).

Where we suspect or identify malpractice, our Lead Internal Verifier will review the evidence with a nominated internal verifier or assessor.

Learner results will be withheld until a full investigation is concluded.

Following review of the evidence there are two possible outcomes:

1. It may be recommended that the learner's result is released unchanged.
2. It may be recommended that the result is withheld permanently. In this case the learner will not receive the result for this assessment. The learner may, at the discretion of the centre, re-enter at a future date. Where learners have been found to have plagiarised coursework assignments, these assignments may not be used in future and learners will be required to submit a new assignment.

The learner may use the Appeals Procedure if they wish to appeal against a malpractice decision.

## Confidentiality

The nature of equine assisted learning encourages you to share your personal information and experiences which may be of a confidential nature. We value this sharing and wish to maintain and respect every individual's right to confidentiality.

If you discuss something with your facilitator it will be regarded as confidential unless you disclose information which leads staff to believe that you or other people may be at risk of significant physical, sexual or emotional harm or neglect.

There may be other people on your course with you and it is important that you also respect their right to confidentiality so we have procedures to follow for taking photographs and using these on the internet or in published materials.

Our staff must comply with a number of different legal requirements including the Data Protection Act 1998 and the Human Rights Act 1998.



# SAFEGUARDING

## Staying Safe

EAQ staff recognise that we have a duty to safeguard the welfare of children and vulnerable adults who attend equine assisted learning sessions, prevent any possible abuse and ensure the safety and security of all members of staff.

As part of our safeguarding practices, we will:

- provide a safe environment for both you and the staff
- ensure that you are welcomed and respected and that you understand the arrangements to keep you safe
- ensure any complaints you have about your safety are tackled effectively
- ensure that you know how to stay safe with the other members of your group and can stay safe on the internet
- ensure that you know what to do if you suspect or experience abuse, discrimination or bullying.
- check the suitability of staff and volunteers to work with children and vulnerable learners
- provide training to maintain the awareness of all staff so that they recognise and react responsibly to

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**It's free and confidential**  
**0800 1111**

apparent and potential instances of abuse or neglect of learners

- liaise with external agencies to establish, maintain and coordinate procedures and arrangements for ensuring the safety of EAQ's learners, keeping the welfare of the learner at the centre of any action taken.

EAQ is committed to working closely with all external agencies involved in safeguarding, with particular reference to Social Services and the Police.

## Permission for Photos and Video

There is a special form for you to sign if you will be in any photos or video and your facilitator will explain this to you. If there are other members in your group you must make sure that you have their permission before you take photos or video. of them.



# APPEALS AND COMPLAINTS

We hope that you will not have cause to complain about the service that has been provided to you, but if you do wish to complain or appeal against an assessment decision, here is what you need to do.

## Appeals Procedure

The EAQ Appeals Procedure is available for individual learners who feel that they have not been assessed fairly and would like to challenge the decision made about an assessment decision or results. Appeals may also be made regarding the procedures used in internal assessment, such as coursework.

## Written Appeals Procedure

If you wish to appeal about an assessment decision then you should make your appeal in writing to the Centre Manager at the EAQ Approved Centre where you have taken your qualification stating the details of the appeal and the reasons for the appeal. You must do this within two weeks of the date of the assessment decision concerned.

The assessor concerned will respond to the appeal in writing to the Centre Manager within seven working days and a copy will be given you.

If you are not satisfied with the written response you have received then you can request a personal hearing before an appeals panel.

- The appeals panel will consist of the Centre Manager and EAQ's Lead Internal Verifier.
- The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal

- You will be given at least two days notice of the hearing date
- You may bring another person to the hearing
- The assessor(s) involved will be present at the hearing
- The Centre Manager will write to you with the outcome of the appeal and the reasons for that outcome
- The Centre will keep a written record of all appeals
- The Centre will inform the awarding organisation of any change to an internally assessed mark as a result of an appeal.

In the event that the appeal remains unresolved, you will be referred to the Awarding Organisation's Appeals Policy and Procedures.



## Complaints Procedure

In cases of complaint, an attempt should first be made to resolve the matter informally with the member of staff concerned. If agreement cannot be reached, then the complaint should be made in writing to the Centre Manager. The Centre Manager will acknowledge the complaint and ensure details are logged and investigated. The Centre Manager

will reply to the complaint as quickly as possible, and normally within 14 working days. If the complainant remains dissatisfied, then s/he will be invited to attend a meeting of the Appeals Panel. This meeting will consist of the complainant and the complainant's advocate if required, the staff member concerned and the Centre Manager.

## The Appeals Committee may:

- Uphold the appeal.
- Dismiss the appeal and uphold the original decision
- Make recommendations as to future practice.

The result of the investigation will be sent to the complainant. If no response is received within five working days, it will be assumed that the member is now satisfied. The decision of the Appeals Committee will be final.

If you have any questions you can direct them to EAQ via email or telephone:

01747 828150

[centre@equineassistedqualifications.com](mailto:centre@equineassistedqualifications.com)

# UNITS AND QUALIFICATIONS

EAQ offers specialist horse care units as well as units in animal care, maths, English and skills for work.

There are hundreds of units to choose from and most are listed on the Qualifications and Credit Framework (QCF).

Your facilitator will be able to tell you more about the individual units and help you to choose the ones which are right for you.

Units are available at different levels, from Entry Level through to Level 4 and can be combined to form a full qualification. You do not need to start at Entry Level, you can take a unit at whichever level is appropriate for you.

Each unit has an estimate of the amount of time that it will take to complete the qualification. This is known as 'Total Qualification Time' or TQT. The time that it will take will include:

- the amount of hours that you spend with your facilitator
- the hours that you spend doing research at home
- the time you spend on putting together your portfolio.



## Popular Units

Here are just a few of the units you might choose from:

Understanding Horse Senses

Care for a Horse at Grass

Groom a Horse

Observe and Assess Horse Behaviour

Recognise Horse Colours and Markings

Care for and Handle a Horse's Feet.

Personal Confidence and Self Awareness

Healthy Living

Behaviour in Conflict

Group and Teamwork Communication Skills

Health and Safety in a Practical Environment




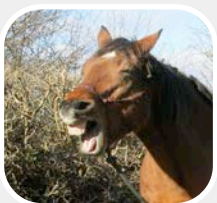
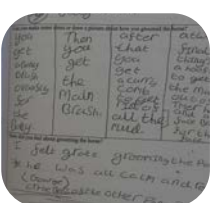




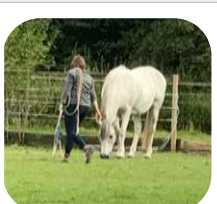
Responsible Work Practice







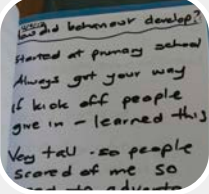


Measure: Distance and Length

Reading Grammar and Punctuation



# EVIDENCE GATHERING METHODS

	<p><b>A. Audio Recordings</b></p> <p>Useful as a method of recording assessor's question and feedback sessions or a group discussion. Use this method if you prefer not to write your answers when the criteria asks you to 'explain' or 'describe'.</p>		<p><b>F. Observation of Performance</b></p> <p>This is one of the best forms of evidence as it is when your assessor watches you and makes notes about what you do. Your assessor may sign off certain criteria when they observe you.</p>
	<p><b>B. Case Study</b></p> <p>You may be asked to undertake a case study especially if you need to practice something over time.</p>		<p><b>G. Oral Question &amp; Answer</b></p> <p>This answering questions with your assessor. There needs to be a record of the questions and the answers for this to be used as evidence.</p>
	<p><b>C. Essay</b></p> <p>You might write something down in an essay style. This is likely to be quite long, 500 - 1,000 words.</p>		<p><b>H. Performance / Exhibition</b></p> <p>You could use this method if you are taking part in an exhibition or a performance of some kind and is particularly good for horse awareness.</p>
	<p><b>D. Group Discussion</b></p> <p>You need to have audio or video recording of the discussion and need to have said something within a group to use this method. If you have not contributed to the discussion then you are not able to claim this as evidence.</p>		<p><b>I. Photographs / Video</b></p> <p>This is an excellent method for gathering evidence because all the evidence can be captured. Make sure you add a date to each photograph and clearly log it on the evidence summary sheet.</p>
	<p><b>E. Information Technology</b></p> <p>Make it clear on all word-processed documents that they have been written by you and make sure you add your name and the date.</p>		<p><b>J. Practical Demonstration</b></p> <p>This is one of the best methods for gathering evidence.</p> <p>You might demonstrate your skills to your assessor or other people.</p>

	<p><b>K. Practice File</b></p> <p>This would be a written record of something that you have practiced over time.</p>		<p><b>P. Role Play / Simulation</b></p> <p>Your assessor may watch you take part in a role play or simulation. This is a pretend version of something that might happen in real life.</p>
	<p><b>L. Production of Artifact</b></p> <p>This may be an item that you have produced (such as a 3D model) to show your assessor.</p>		<p><b>Q. Witness Testimony</b></p> <p>The person needs to be a reliable witness who actually saw the event taking place. The statement must be signed and dated and refer to the assessment criteria.</p>
	<p><b>M. Project</b></p> <p>You could use this method if you've been asked to complete a project.</p>		<p><b>R. Written Description</b></p> <p>This would be a written piece of evidence with your thoughts / feelings about something.</p>
	<p><b>N. Reflective Log or Diary</b></p> <p>This could be a written or video diary of your thoughts about what you've been learning, how you've felt about it and how you will change what you do in future.</p>		<p><b>S. Written Question &amp; Answer</b></p> <p>Your assessor may write some questions and ask you to write your answers. S/he will want to make sure that you have completed the answers yourself.</p>
	<p><b>O. Report</b></p> <p>You may be asked to write a report which might include graphs and diagrams.</p>		

# A PORTFOLIO OF EVIDENCE



## What is a portfolio?

A portfolio is just a folder with all the evidence in it to show to your assessor.



## What is evidence?

Evidence is proof that you can meet the assessment criteria. You can use a wide range of evidence to show how you've met the criteria which might include photographs, audio, video, written work or observation of you with the horses.



## What is assessment criteria?

Assessment criteria is the way that you will show your assessor what you can do.

Name of horse	How many of your hands?	How high with your own measuring stick?	How high with the bought measuring stick?
Ruby	7-3Hh	14-1Hh	14-1Hh
Honey	14-2Hh	14-2Hh	15-4Hh
Cheetah	13-7Hh	13-2Hh	12-1Hh
Maria	11-2Hh	12-1Hh	12-1Hh
Tilly	14-2Hh	12-2Hh	14-1Hh

## Why do I need to put a portfolio together?

You need a portfolio so that your assessor can see from your evidence that you meet all the assessment criteria to the required standard.



## Who will look at my portfolio?

When you have finished your portfolio, it will be signed off by your assessor and will be given to the EAQ Internal Quality Assurance make sure that it is completed to the right standard.



## Ensuring Quality

We want to make sure that standards remain high for all the qualifications, so we have two people, Tricia and Celia who look after our Quality Assurance. They look at portfolios and check the work of the assessors.



# MAKING YOUR PORTFOLIO

A ring binder is the easiest to use for your portfolio.



## 1. Front and Spine

Put your name on the front and the spine.

## 2. Make a 'Front Page'

This will show:

- the name of the unit and the unit number
- your name
- your date of birth
- your address

You can add photographs, drawings or decorative writing to make it more personal.

## 3. About Me

You can write a little bit about yourself here or include a copy of a CV if you have one. You could include a copy of any other relevant certificates you already have too.

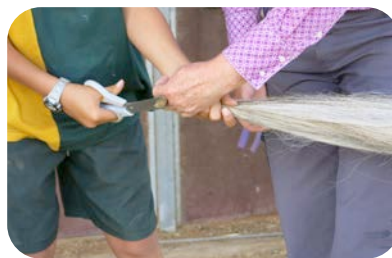
## 4. Contents

This is probably the last page you will write and will have a list of what is in your portfolio with the page number. You can

put a blank sheet of paper in the right place in the folder and add items to it as you go along.

## 5. The Unit

The printed unit with learning outcomes and assessment criteria.



## 6. Evidence Summary Sheet

The evidence summary sheet is used for logging evidence to the relevant pages. You need to sign it to say that all the evidence is your own work. The assessor will look at the evidence summary sheet to see where your evidence is located so make sure that you log the pages accurately.

## 7. Your evidence

Please do not put individual pages into plastic wallets unless there is a special piece of paper which requires protection. Give each piece of evidence a page number.

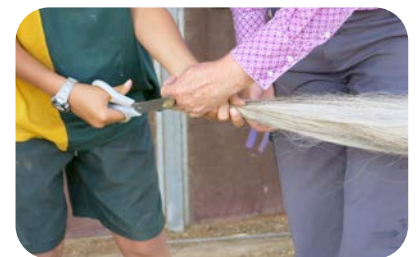
Add page numbers in the top right hand corner of each page. Leave the bottom right

clear for the assessor and IV to sign, date or make comments.

Make sure that it is clear who has written the evidence, especially if it has been typed and printed from a computer. It can be helpful to write your name and the date on the page.

If you have someone to write things down for you while you say them, then that person needs to sign the page to say that that is what they've done.

It doesn't matter what order you put your evidence as the evidence summary sheet will point to the correct page number.



## 8. Cross-referencing

Make it very clear which part of the page of evidence meets the criteria by writing the number in the margin. If you are doing more than one unit, you may cross-reference your evidence to several different units.

## What happens next?

You will hand your portfolio in to your assessor for final assessment. Your assessor will write a report about the evidence and how you have met the assessment criteria which will go in the front of your portfolio for the internal verifier to see.

## Internal Verification

The internal verifier will check parts of your portfolio and sign off to say that they have verified it.

## Certificates

Once a portfolio has been successfully internally verified we will apply for your certificate. Sometimes we will need to keep your portfolio to show the external verifier from the awarding body.

## Where do I get help?

If you are unsure about anything, please ask your facilitator. They are here to help you in any way they can.



"The changes that have happened because of the horses has affected not only my grand daughter but the rest of the family, her school friends, her education and ultimately her chance of getting a job. Thank you!"

For more details please contact:

**01747 828150**

email:

[centre@equineassistedqualifications.com](mailto:centre@equineassistedqualifications.com)

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