



Equi-Therapy™ UK Policies Statement

Equi-Therapy™ UK (ETUK) works with the following Policies in order ensure and maintain operational standards:

Equality and Diversity Policy

ETUK is committed to promoting equality of opportunity when providing training and recognises the provisions of the Equality Act 2010 and engages with all students regardless of disability, gender, sexual orientation, race, religion or marital status but has regard for the safety of students. For reasons of personal safety in the light of the unpredictability of horses, the course is not recommended for pregnant women.

No discrimination is made relative to age save to say that a pre-requisite of the course is that applicants can demonstrate suitable appropriate experience and this may, of itself, limit the minimum age of the student.

Equine massage requires students to be physically fit in order to be able to carry out the role competently, safely and with the welfare of student, tutor and animal in mind. Students should be physically able to handle a horse unassisted. Students also require the mental capacity to understand and apply functional anatomy and to anticipate, empathise with and manage the behaviours of the horse, howsoever expressed.

ETUK is committed to ensuring equality of opportunity for all students by preventing unlawful occurrences of direct discrimination, indirect discrimination, harassment and victimisation.

ETUK meets legal obligations under the Equality Act 2010 by:

- ◆ utilising materials which use, where relevant, images and language which are representative of society as a whole
- ◆ promoting a harmonious training environment by requiring students to adhere to our Contractual Terms and Conditions.
- ◆ offering Learner Support by providing individual learning support where required especially where students have declared a particular learning need



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Complaints, Compliments and Feedback Policy

ETUK works hard to ensure that students, tutors, visitors and any other persons related to training delivery enjoys a fair and enjoyable experience with people and procedures with which they come into contact. Thus any person having reasonable cause for complaint should receive a prompt response in order to maintain the smooth operation of the course for all concerned, and continuance of a beneficial learning process. In the event of any student wishing to raise a complaint the following will apply.

- ◆ the complainant should speak to, or email, ETUK Proprietor (Gilliyen Carter-Morgan) in the first instance with full details of the complaint
- ◆ ETUK (Gilliyen Carter-Morgan) will consider the nature of all complaints (verbal or written) impartially to assess whether the matters raised have any impact on current and/or future students and ensure that support is provided where this is found to be the case.
- ◆ In the event of a complaint being upheld as reasonable, ETUK will take immediate steps to manage, readjust, repair or improve the position.
- ◆ In the event of any complaint being raised, ETUK will assess whether processes could be adjusted to limit the issues raised in the future.
- ◆ Feedback will be invited from students at the end of the course regarding content, tutor quality, delivery methods and suggestions for improving the learning experience. All feedback will be evaluated carefully whether a criticism, complaint or positive feedback.
- ◆ All input received will be impartially considered and amendments made to existing practise where to do so would be practical or beneficial to students, always provided that this can be implemented without detrimentally affecting the effectiveness of delivery of the course content.

Appeals Policy - Assessments

Students may appeal against failed final assessments after the maximum number of retakes (two for each element) has been exhausted. Appeals should be made in writing enclosing all supporting documentation to Gilliyen Carter-Morgan, Proprietor of ETUK, within 14 days of the decision appealed. Students should keep a copy of their appeal and supporting documentation. ETUK will consider the nature of all appeals impartially to assess whether the matters raised have merit and, if so, whether there might be any impact on other students, providing support where this is found to be the case.

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ETUK Policies Statement - v.2 September 2015

Proprietor: Gilliyen Carter-Morgan

Registered Address: ETUK c/o 8 Swift Court, Eastwood NG16 3HX

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Appeals Policy - Assessments - continued

In the event of an appeal being upheld as reasonable, ETUK will take immediate steps to manage, readjust, repair or improve the position. In the event of any appeal being raised, ETUK will assess whether processes could be adjusted to limit the issues raised in the future.

Malpractice/Maladministration Policy

ETUK promotes strong administrative practice and endeavours to ensure that students receive a high quality learning experience leading to achievement of the final award on genuine effort and merit. ETUK will take swift action to address any activity which may compromise this situation.

Malpractice includes (but is not limited to):

- ◆ On the part of students:
 - attempting to mislead ETUK as to qualifications or entitlement to be accepted on to the course;
 - providing false references; plagiarism; cheating in examinations or assessments; attempting to influence assessors or the outcome of tests or assessments

- ◆ On the part of ETUK:
 - providing insufficient training time duration or cutting short training without reasonable cause;
 - omitting module elements;
 - treating a student preferentially above others.

Maladministration includes (but is not limited to):

- ◆ On the part of ETUK:
 - failure to properly keep or maintain student documentation;
 - losing test or assessment papers;
 - registering students for the wrong course;
 - failing to manage personal data in accordance with proper procedures (Data Protection Act)

The procedure to be followed in the event of a complaint of maladministration or malpractice is as for **Complaints, Compliments and Feedback Policy** above.

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Health and Safety Policy

The premises address at which the course will be delivered is detailed on the course Booking Form. ETUK works closely with the owner of the premises to ensure that all necessary steps are taken to ensure safe premises, equipment and resources for tutors and students. A risk assessment of premises and resources (including animals) will have been undertaken prior to commencement of the course and the outcomes communicated to the students and staff. The risk assessment will be reviewed at the commencement of each course in order to accommodate any activities at the yard premises which may materially affect the risk assessment. The risk assessment will be reviewed at the beginning of each practical session having regard to the particular conditions prevailing at the time of teaching, and to the specific animals to be used.

Responsibility for reporting accidents under RIDDOR lies with the person in charge of the premises. Incidents and accidents must be reported to the responsible person immediately.

ETUK holds current Public and Products Liability Insurance and is responsible for ensuring that the premises holds suitable and sufficient insurance cover

Children and Vulnerable Adults/Safeguarding Policy

ETUK recognises the general need to take necessary steps to safeguard and promote the welfare of children, young people and vulnerable adults who may come in contact with tutors or students. Persons under 21 years of age who are not physically capable of handling a horse unassisted will not be permitted to enrol upon any ETUK course as students.

The learning environment for students on ETUK courses may occasionally involve interaction with persons not enrolled on the course. Practical lectures will, in the normal course of events, take place in a communal area with all students practising together and members of the public will not generally be permitted entry.

In the event that a third party unrelated to the course is present and where a vulnerable adult is in the vicinity of treatment due to their relationship to the animal being treated, ETUK will ensure that a responsible adult is present to ensure the safety of that individual and to ensure suitable distance of the vulnerable person from the animal being treated.

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Children and Vulnerable Adults/Safeguarding Policy - continued

In such event, ETUK will not leave a student unattended with a vulnerable person or animal. ETUK will not accept responsibility for the conduct of a vulnerable person where all sensible and reasonable precautions (including removal from the vicinity) relating to the vulnerable person have been suggested or undertaken to the best of ETUK's ability.

Where a child (>16) or young person (>18) is present in the vicinity of training due to their relationship to the animal being treated ETUK will use best endeavours to ensure that the child or young person is supervised by a parent or member of staff of the yard premises.

For the avoidance of doubt, physical interaction between tutors or students of the ETUK course and any child, young person or vulnerable adult present is unnecessary and avoidable and will therefore not be allowed.

Where ETUK or a student of any course raises safeguarding concerns about a member of the public or colleague with whom they may come into contact within the course location/training environment then an immediate report will be made:

- ◆ in the case of a complaint against a fellow student - to the Principal Tutor (07909990445) or, in the case of a child, young person or vulnerable adult to the owner/administrator of the premises or the Police.

Data Protection Policy

Personal data collected about individual students including name, date of birth, address, next of kin, email address, phone number and qualifications is provided voluntarily by the students/applicants and is held by ETUK to ensure smooth communication with the student during the duration of the course or, in the event of an accident, communication with next of kin. The data will be held for the duration of the course and is stored electronically. The computer hard drive is protected by anti-malware and anti-virus software. On successful conclusion of the training course, Diploma graduates will be asked to give specific permission for their personal data (name, location and communication details) to be included on ETUK websites/directories as Qualified ETUK Therapists.

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Equine Involvement on ETUK Training Courses Policy

Horses will be used for the purpose of massage practise, anatomy and hands-on practicals, gait analysis and conformation analysis. All horses taking part in the course will be volunteered by their owners. A tutor will always be present with the horses and students. Practical sessions will take place indoors in a barn with individual stables for each horse and with the following welfare conditions observed:

- ◆ where the horses are not being massaged or used for practical demonstration, soft standing, hay and water will be provided.
- ◆ suitable equine clothing for the ambient temperature will be provided.
- ◆ horses will be restrained only by head-collar and rope during practical work unless for reasons of safety, a bridle is used during dynamic gait analysis
- ◆ horses will be used for a maximum of three hours per day which time will not involve constant student interaction (horses will thus be free to eat and drink) and this time will not impact on normal routines of turn out or feed times.
- ◆ any horse presenting as lame or under the care of a veterinarian for an acute condition will be excluded from the practical sessions unless the vet specifically approves inclusion on the basis that massage may benefit the presenting condition.
- ◆ any horse exhibiting signs of distress or discomfort will be removed from practical sessions.

Substance Abuse Policy

ETUK operates a zero tolerance substance abuse policy towards students and tutors during the hours of the delivery of the course and within the training area/s. Any person reasonably suspected of being under the influence of drugs, alcohol, legal or illegal substances or attempting to use such substances during the duration of the delivery of the course session or day will be asked to leave the premises and will be summarily excluded from the course at whatever stage including immediately prior to examination

Smoking represents an extreme hazard to safety in equine establishments and will not be tolerated within the training area/s except where specific signage so designates. Any person failing to adhere to this policy with regard to smoking, or in breach of any signage at the premises in relation to smoking, will be asked to leave the premises for the remainder of the day and will miss all associated lectures and practical content delivered during that period.

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Recognition of Prior Learning Policy (Diploma Course)

ETUK recognises that some students wishing to apply for inclusion on the Equine Sports Massage Diploma Course may not precisely meet the pre-requisite criteria but may be able to demonstrate very similar or equal experience. Experience which may be acceptable would be veterinary physiotherapy or other higher education equine therapy-based training, lifelong involvement in own equine-related business or significant personal equine involvement. For the avoidance of doubt, simply owning a horse will not suffice.

ETUK requires a qualification in Human Massage including Anatomy and Physiology at Level 3 and requires this qualification to have been attained prior to the commencement of the course. ETUK recommend that if the qualification is not stated to be Level 3 it should include 5 case studies seen 4 times each, and a minimum of 100 hours guided study.

The course involves significant written and theoretical content and successful graduates will be expected to communicate easily, successfully and clearly with clients, vets, insurance companies etc. both verbally and in writing. With the exception of students needing Learning Support for an identified need, failure to meet the required academic qualifications will preclude admission.

Any queries regarding this Policies Statement should be addressed to:

ETUK Proprietor and Principal Tutor
Gilliyann Carter-Morgan
% 8 Swift Court
Eastwood
NG16 3HX

enquiries@equi-therapy.co.uk

tel: 07909 990445