



## Communicating with Clients and Paraprofessionals

Occupational  
Standard Title

### COACH CLIENTS TO MONITOR AND MAINTAIN FIT AND SAFETY OF SADDLERY AND LORINERY

#### Overview

It is important that correct fit and safety is monitored and maintained between each Equine Fitter visit. This standard is about how to support the client to make effective and regular checks.

The Equine Fitter must be able to competently assess for faults and fit and be able to coach the client to carry out appropriate checks.

The Equine Fitter must be able to provide sensitive and constructive guidance on how to identify signs that may indicate that fit or safety is not optimal and to advise on appropriate action.

You may also refer to:

- EFCC02 Discuss fitting approach and likely outcomes, and make referrals
- EFCGS01 Manage appointments and deliver customer service
- INSCS026 Monitor and solve customer service problems



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### Performance Criteria

You must be able to:

- P01 Hold appropriate insurance before providing a service or giving recommendations, guidance, or advice.
- P02 Work and offer advice and guidance within the scope of your training, experience, and competence.
- P03 Comply with relevant health, safety, biosecurity, and welfare legislation and codes of conduct and practice.
- P04 Understand and to communicate the role of the Fitter in protecting and raising ridden, driven, and working horse welfare.
- P05 Set out clearly how all aspects of horse care contribute to ongoing good fit, and how the client is a member of the care team, alongside equine and human practitioners.
- P06 Explain clearly why correct and comfortable fit is important in the context of mental and physical welfare and the comfort, safety, effectiveness and confidence of the horse and human
- P07 Describe parameters of good fit, and how it is recognised.
- P08 Help your client understand why and how fit or the condition of saddlery or lorinery may change.
- P09 Explain how to identify and recognise signs of changing fit or condition of saddlery or lorinery.
- P10 Explain and record findings and actions made on the day of your visit and what change you would expect to see in fit, in the horse, and for the equestrian.
- P11 Explain and demonstrate appropriate and relevant checks and procedures that the client may make between visits.
- P12 Check that the client understands the purpose of, and can replicate, appropriate checks and actions.
- P13 Refer the client to, or help them find, a suitable equine or human practitioner where appropriate.
- P14 Explain to the client when and how they should make a new or follow up appointment.
- P15 Explain the relevant health, safety, and welfare implications of following or failing to follow advice.



## Communicating with Clients and Paraprofessionals

### Knowledge and understanding

#### Provide advice to clients

#### You need to know and understand

K01	How to adjust communication tone, method, or content for sympathetic and effective interactions.
Scope and range	<ul style="list-style-type: none"> <li>• To suit task-focused goals or more holistic and broad-ranging welfare goals</li> <li>• Draw on, and communicate, current and applicable research findings</li> <li>• Empathise and show sensitivity while remaining objective</li> <li>• Understand that people have preferences for receiving information, for example             <ul style="list-style-type: none"> <li>◦ Verbal</li> <li>◦ Written</li> <li>◦ Drawn, such as a diagram</li> <li>◦ Video.</li> </ul> </li> <li>• Gauge level of understanding and experience and adjust communication accordingly</li> <li>• How to explain clearly why fit may change and why regular checks are important</li> </ul>
K02	How to communicate areas of concern
Scope and range	<ul style="list-style-type: none"> <li>• Guide the client to identify potential issues and approaches where, for example:             <ul style="list-style-type: none"> <li>◦ There is insufficient ability to work with a particular horse, equestrian, or piece of equipment</li> <li>◦ The horse or equestrian lack the appropriate level of health and/or fitness to perform activity in such a way that supports the health, safety, and welfare of both parties</li> <li>◦ Equipment may be used that is unsuitable because it is unsafe, or does not fit, or produces signs of discomfort in the horse</li> <li>◦ Training method, or exercise type, intensity or frequency will not support optimum fit.</li> </ul> </li> <li>• How to seek advice or intervention from a professional practitioner or welfare or other body, if necessary.</li> </ul>



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### Demonstrate appropriate checks

#### You need to know and understand

K03	How to demonstrate a range of methods to check and track change in fit and in the condition and safety of saddlery and lorinery
Scope and range	<ul style="list-style-type: none"> <li>• Demonstrate correct fit and how it may be recognised and repeated, for example, with visual, tactile, or other cues or tools.             <ul style="list-style-type: none"> <li>○ Position in relation to physical landmarks</li> <li>○ Signs of comfort and correct movement in horse and equestrian</li> <li>○ Use verbal, visual, written, and recorded information as appropriate</li> </ul> </li> <li>• Explain how fit may vary in the static horse compared to when worked, and how fit may vary according to the type or intensity of work.</li> <li>• Explain signs of incorrect fit in the horse or equestrian, for example:             <ul style="list-style-type: none"> <li>○ Physical or behavioural signs</li> <li>○ Changes in symmetry or condition of saddlery or lorinery</li> </ul> </li> <li>• Describe and demonstrate where possible, potential or existing faults in saddlery or lorinery and explain possible outcome/s of continued use.</li> </ul>
K04	How to demonstrate a range of methods to assess behaviour and movement of the horse
Scope and range	<ul style="list-style-type: none"> <li>• Clearly describe behaviour and movement in horse and equestrian associated with:             <ul style="list-style-type: none"> <li>○ correct fit</li> <li>○ incorrect fit</li> </ul> </li> <li>• Demonstrate different methods and tools:             <ul style="list-style-type: none"> <li>○ Noting visual, tactile, and auditory signs</li> <li>○ Video or photos</li> <li>○ Ethogram</li> </ul> </li> </ul>
K05	How to gauge client ability and intent to replicate simple checks and suggest appropriate goals.



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### Scope and range

- Check that the client understands why and how a check is safely carried out
- Ask the client to replicate the action
- Understand that the client may need a helper to carry out checks

### Work professionally within the scope of your role/s

#### You need to know and understand

K06	Relevant health, safety, biosecurity, and welfare legislation and codes of conduct and practice.
K07	Your professional duties and any conflicts therein, and to explain the scope of your work to your client
Scope and range	<ul style="list-style-type: none"> <li>• Qualifications and areas of practice               <ul style="list-style-type: none"> <li>◦ E.g., equine fitting and MSK practice</li> </ul> </li> <li>• In-training status</li> </ul>
K08	When and how to refer to equine or human specialist practitioners
Scope and range	<ul style="list-style-type: none"> <li>• Refer to specialist practitioners known to the client or Equine Fitter</li> <li>• Give guidance on how to identify suitable and appropriate practitioners.</li> </ul>
K09	How to record findings, actions, guidance, and recommendations completely and legibly for future reference by all permitted parties
Scope and range	<ul style="list-style-type: none"> <li>• Have suitable methods to collect and securely record data</li> <li>• Know how to store and share data with your client or other professional when you have client permission, for example digital or written notes, photographs, video, digitally recorded data, tracings, or diagrams</li> <li>• Protect privacy of clients</li> </ul>



## Communicating with Clients and Paraprofessionals

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