

WELCOME TO THE NATIONAL HORSERACING COLLEGE APPRENTICESHIP OR WORKBASED DIPLOMA PROGRAMME

Congratulations on being accepted for an apprenticeship or work-based diploma at the National Horseracing College (NHC). Please read this handbook which will help you to prepare for the course. We hope that you will enjoy your period of training and that the knowledge and skills you obtain will assist you in your future career. If you need any help, please contact the Administration Office on 01302 861000.

OUR VISION STATEMENT

To be the horseracing industry's sustainable, resilient, responsive training provider of choice in the north.

OUR MISSION STATEMENT

To train people for the horseracing industry.

WHILE YOU ARE HERE

The NHC welcomes all who wish to engage in learning. While you are undertaking your apprenticeship or work-based diploma you are welcome to use all our facilities through arrangement with your Roving Tutor and Work Based Learning Manager. If you have any difficulties or are unsure about anything at all, please make contact with you Roving Tutor, the Work Based Learning Manager, or any member of staff. We are here to help.

DATA PROTECTION

The College collects information on all of its learners for a number of reasons:

- To ensure that learner needs can be met wherever possible.
- To ensure that our qualification awarding body has the information needed to issue certificates.
- To allow the College to claim funding for the work it does.

Any information collected is stored and processed in line with the General Data Protection Regulations. This means that your information will not be shared with anyone other than awarding or funding bodies. If you have any concerns or queries about how your information is being processed, please contact the administration office.

COURSE ADMINISTRATION

It is important that you pay particular attention to this section.

National Insurance Number and identification document

We have to have a copy of an identification document to be able to enroll you on the apprenticeship or work-based diploma and to be able to claim for your certificates. A birth certificate, passport or driving license is acceptable. If your National Insurance Number has not been issued to you, or you have lost it, you must contact your local Benefits Agency Office as soon as possible. Failure to provide this number will jeopardise your placement in the racing industry.

Qualifications

It is important that learners bring their Records of Achievement, copies of certificates or official confirmation slips or any relevant qualifications. Some English and math qualifications exempt you from certain parts of the course. If you are over 19 years old you can choose to remove yourself from the requirement to achieve math and English qualification should you wish.

Your qualification will begin with a visit from your roving tutor to do an induction. This will involve an assessment of your skills, knowledge and behaviours which we call a skills scan. This will help determine the length of time we feel that it will take you to achieve the qualification and what support you may need throughout this time. You will be issued with any resources you may need and encouraged to make an account on the Racing2Learn website as this will support your learning. Once enrolled you will be visited every 8 weeks by our roving tutors and they will contact you every 4 weeks, between visits to support your progress. It is important that you communicate effectively with your roving tutor to get the most from your course. During each visit you will complete a review of your progress which will include how you are making progress towards your qualification as well as important issues that surround you at work such as health and safety, equality, diversity and inclusivity and safeguarding. Training and coaching will also be delivered

by your roving tutor on any areas where you need to improve to reach the required standard for your qualification. You will be asked to complete portfolio work in-between visits, and these should be uploaded to Smart Assessor, your roving tutor can talk you how to do this. When you, your employer and your roving tutor all agree that you are at the required standard for every part of your qualification and there is sufficient evidence to demonstrate this, then you will be put forwards for your End Point Assessment. (EPA) This is carried out by an independent assessor from iPet Network or 1st4Sport and will take place either in your workplace or at the NHC. The EPA consists of a multiple-choice knowledge test, and you will need to score more than 70% to pass or more than 90% for distinction. You will then be observed for 5 or 6 hours completing the tasks in each section of your qualification, followed by a 30-to-60-minute professional discussion with the assessor.

Personal Protective Equipment

Skull Cap -these must NOT have a peak.

A helmet must comply with at least one standard from Group A AND at least one different standard from Group B.

Group A

British standard PAS 015 2011 and any subsequent updates.

European standard (EN): UKCA and/or CE marked products referencing harmonised standard EN1384:2023.

European standard (EN): UKCA and/or CE marked products referencing the VG1 performance specification.

(NB VG 1 will be withdrawn as an acceptable standard on 1 June 2025)

American ASTM F1163: 2015 and any subsequent updates.

American Snell E2016 and any subsequent updates (Please note: Snell combines a standard with subsequent quality testing; therefore no additional quality testing mark is required).

Group B

British standard PAS 015 2011 and any subsequent updates.

European standard (EN) UKCA or CE marked products referencing harmonised standard EN1384:2023.

European standard (EN) UKCA or CE marked products referencing the VG1 performance specification.

(NB VG 1 will be withdrawn as an acceptable standard on 1 June 2025)

Safety Vest – During the Apprenticeship or work-based diploma you can utilise a yard issued safety vest, or the yard may help you to purchase one, alternatively if you have your own it must conform to the level 3 standard BS EN 13158: 2009 or CSN EN 131158: 2009.

CORE VALUES

As members of the National Horseracing College, we recognise certain core values that we agree should permeate all that we do. The NHC has a clear set of principles which are understood and adhered to by staff and learners.

We will:

- Put the learner first

We believe in encouraging our learners to achieve their full potential and thus realise their dreams. We provide flexible training in a friendly, supportive and caring environment, which builds self-belief, confidence and develops trust. We believe that all our learners should achieve, enjoy and benefit from their experience with the Northern Horseracing College and their success leads to the success of the college. We believe our learners have the right to be safe from harm, fear and exploitation.

- Deliver outstanding quality and innovation for the horseracing industry

We believe in improving the quality and flexibility of learning and the learner / customer experience. We believe we should lead by example, embracing change and striving for excellence. We are committed to delivering a high level of professionalism.

- Celebrate and respect diversity

We believe in promoting positive attitudes to diversity whilst respecting and valuing the rights and beliefs of each other, regardless of race, age, gender, disability, sexual orientation, religion, belief or position within the college. We actively promote the following British Values to learners: tolerance, respect, liberty, democracy and the rule of the law. We believe we should be honest, open, fair and equitable. We promote inclusiveness, fairness and focus on individual needs. We promote a culture of accountability from approachable and nonjudgmental staff.

- Empower staff to maximise their potential

We have dedicated, ambitious, enthusiastic staff and we believe that everyone who works in the college contributes to the goals of the college. We will support their development and value and celebrate their achievements and successes.

- Provide an outstanding and responsive service to stakeholders, community and the environment

We believe that the NHC should be the provider of choice for the stakeholders and communities we serve whilst actively promoting sustainability for the future. We foster a sense of pride in individual and collective achievement of both staff and learners. We believe that learning should be challenging and enjoyable and that time spent at college should be a rewarding experience. Therefore we are committed to a programme of enrichment for learners that involves a variety of events and opportunities.

LEARNER – ROLES and RESPONSIBILITIES

The reason I am enrolled on an apprenticeship or work-based diploma is to LEARN and GROW

I have 3 main aims:

1. To improve my skills and knowledge in my chosen career
2. Participate in the culture and community of Britain
3. To make a start in adult life

In order to achieve my aims:

1. I am constantly raising my personal standards and aspiring to achieve more

Examples of this include:

- Being dedicated and motivated
- Having determination and being driven to do more than I normally would
- Self-reflecting on my own level of progress
- Have an attention to detail in all that I do
- Using my initiative and being prepared to innovate
- Asking for feedback
- Getting myself an appropriate mentor or role model
- Leading the way for others to follow
- Avoiding poor performance through a lack of effort so that disciplinary action will not be taken
- Having a go even when I am unsure, scared or embarrassed

2. I am always equipped and ready to learn

Examples of this include:

- Having a positive attitude
- Being opening minded and willing to learn
- Taking every opportunity to learn and improve by actively observing instructors and role models
- Being on time and attending all sessions
- Listening to instruction and feedback given by any member of the College's staff, then

responding in a positive manner

- Taking notes and keeping an up-to-date record of work on eAssessor
- Participating and completing tasks as requested
- When in doubt, asking for help
- Keeping kit clean and in good working order, wearing designated uniform
- Teaching myself new and useful things
- Leading my own growth and development

3. I am respectful of others, the horses and myself (irrespective of our differences)

Examples of this include:

- Being honest
- Being a positive communicator with everyone I meet
- Being polite and using good manners, no swearing or spitting
- Refraining from intimidating or aggressive behaviour towards learners, staff or horses.
- Treating others the way I want to be treated
- Helping and supporting others
- Respecting everyone else's right to learn and improve
- Respecting college facilities, others' property and belongings
- Seeking to understand other peoples' feelings
- Contributing positively to teamwork
- Respecting and caring for the horses to a very high standard
- Getting to know staff and employers
- Avoiding sexist/racist/homophobic/xenophobic and any other form of bigoted behaviour at all times
- Refrain from noisy and unruly behaviour in shared accommodation
- Dressing in a way that does not offend others
- Not using social network sites inappropriately
- Disposing of litter by using bins and recycling bins where possible.
- Leaving accommodation including shared areas in the condition I wish to find them.
- Abstaining from public displays of affection

4. I am responsible and taking control of my life

Examples of this include:

- Being accountable and taking responsibility
- Accept the consequences of my actions
- Not blaming others
- Learning from my mistakes
- Being passionate about something I value
- Bringing concerns that might affect my development promptly to a member of staff so that appropriate support can be arranged
- Observing health and safety rules
- Being flexible and willing to change my approach when what I'm doing isn't working
- Being proactive and working independently
- Looking professional and presentable at all times, especially when representing my employer at the races.
- Refraining from any conduct that constitutes a criminal offence (e.g. theft).

5. I am strengthening my mental, emotional and physical wellbeing

Examples of this include:

- Taking responsibility for my own wellbeing by eating health foods and drinking enough water
- Seeking help and expert advice
- Being resilient
- Achieving the level of physical fitness required to perform at my best

- Valuing myself
- Improving my emotional intelligence and control
- Avoiding smoking and e-cigarettes
- Avoiding alcohol or drugs including legal highs
- Avoiding energy drinks or taking any kind of caffeine tablets

6. I am working hard and trying my best every day

Examples of this include:

- Taking action
- Being focused on the outcomes I am here to achieve
- Giving 100% effort
- Not giving up
- Applying what I've learnt
- Taking pride in my work
- I am an advocate for the NHC
- Having realistic expectations about how long it takes to learn things, master skills and earn promotions
- Disciplined repetition of required skills until they become unconscious habits
- Completing work set on time.

Top 10 attributes and definitions

After completing a survey with employers (racehorse trainers), our trustees and NHC staff the following were the top 10 attributes that they look for in a member of staff:

Respect: The ability and willingness to value the opinions and contributions made by others and yourself.

Integrity: Always doing and saying the right thing, with honesty, for the right reasons.

Good listener: Someone who gives their full attention and tries to understand.

Positive attitude: A constructive, optimistic, willing individual who is a source of energy.

Team Player: A person who willingly works in cooperation with others, a team player will help others when the need arises, be supportive and carries out any task given in equal measure to the rest of their colleagues.

Punctuality: A person who is always on time and where they are supposed to be at the precise time they are meant to be there. Being punctual is someone who achieves goals and targets set on time and is aware that timing is important.

Accountability: Being responsible for your actions and decisions, regardless of the circumstances. Reflecting on how you might respond differently next time, where appropriate, rather than blaming an undesirable outcome on external factors.

Enthusiasm: Approaching your role and tasks within it, with positive energy and high levels of interest and motivation.

Flexibility: Flexibility within working arrangements to ensure that the needs of the business, colleagues and the individual are met whilst maintaining a work/life balance.

Hard working: Working hours are used effectively to achieve the maximum output for the hours worked.

SAFEGUARDING

The NHC takes its responsibilities on safeguarding children and vulnerable young adults very seriously. All staff with access to learners must undergo disclosure procedures with the Disclosure Barring Checks (DBS - Police check) together with child protection awareness training. The NHC also operates strict procedures in relation to child protection and allegations of abuse.

Safeguarding - Organisation Position Statement

The National Horseracing College believes that it is never acceptable for a learner to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners by commitment to practice that protects them and to deal with any transgressions immediately and openly.

NHC recognises that:

- The welfare of the learner is paramount.
- All learners have the right to equal protection from all types of harm or abuse, including radicalisation and extremism.
- Working in partnership with learners and with other agencies is essential in promoting the following British Values to learners: tolerance, respect, liberty, democracy, the rule of the law and a safe learning environment.

NHC's commitment is formalised further in its Safeguarding Policy document. The purpose of the policy and its associated documents is to:

- Provide protection for all learners whilst at NHC or in their workplace.
- Provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect any learner, on site or in a workplace, may be experiencing, or be at risk of, abuse or behavior leading to harm. The principle and practices espoused by the NHC apply to everyone including Trustees, staff on site or staff working remotely, to learners and to anyone working on behalf of or visiting the NHC.

We will seek to safeguard all learners by:

- Valuing them, listening to them, and respecting them.
- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers.
- Recruiting staff in line with our recruitment policy, which includes safeguarding considerations.
- Sharing information about concerns with agencies that need it and involving learners and their parents/carers appropriately.

Safe Counselling

At the NHC we have a qualified counsellor who is a member of the British Association for Counselling and Psychotherapy (BACP) who works within their ethical framework.

The counsellor has experience of working with young people and adults and recognises that few of us are able to work well when we are stressed or unhappy. Experience says that young people find counselling useful and if they are able to receive emotional support from a qualified professional, they will have a greater opportunity to fulfil their potential. It is the counsellor's role to support the young person through what is troubling them, by offering them regular space and time to talk. It allows the young person to explore their thoughts and feelings. What is spoken will depend on the individual, but common themes are stress, relationships, change, loss and distressing traumatic events. An essential part of counselling is confidentiality. This enables the young person to open up and share feelings without fear of blame or reprisals. It is also a time when it is acceptable to talk about concerns without of being discussed elsewhere. This includes not discussing the work with parents, unless the young person requests or gives consent for this. Although the contents of the sessions will be confidential the counsellor retains the right to breach confidentiality in some specific circumstances:

- The young person requests, and feels that it is within their best interests, that certain information be passed on
- For the purpose of counselling supervision, which is a regular meeting (often remote for apprenticeships or work-based diploma learners), to ensure that the counsellor is working in a safe and effective manner – Identity will not be disclosed.
- Circumstances where the counsellor feels there is sufficient grounds to believe that the young person is suffering or likely to suffer or inflict significant harm
- An act or Terrorism, money laundering or any other serious criminal offence

If you feel that you would benefit from speaking to the NHC or Racing Welfare counsellor, then please speak to your Roving Tutor who can arrange this for you. The Racing Welfare Helpline is available 24/7 on 0800 6300 443

USEFUL TELEPHONE NUMBERS

National Horseracing College 01302 861000
Stephen Padgett (Chief Executive) 01302 861000
NHC Work Based Learning Manger Emma Cassidy 07852982245
NHC Roving Tutor Anna Kirkland 07747444940
NHC Roving Tutor Lyndsey Bull 07852982246
NHC Roving Tutor Samantha Trainor 07711782272
NHC Roving Tutor Heather Oliver 07756015836
NHC Roving Tutor Malcolm Bygrave 07501 794446
NHC Roving Tutor Sam Drury 07385 662556
NHC Roving Tutor Rebecca Hares 07917 178981
NHC Instructors 01302 861026
Residential Supervisors 01302 861027
Residential Supervisors (Mobile) 07852 982262
Citizens Advice Bureau 0800 144 8848
National Association of Stable Staff 01638 592760

HELPLINES

Racing Welfare 0800 6300 443
Positively UK (HIV advice) 0207 7130444
National Pregnancy Advisory Service 0333 004 6666
CALM (mental health support) 0800 585858
Childline 0800 1111
Crime stoppers 0800 555111
Cruse Bereavement Care 0808 808 1677
Debt Helpline 0808 808 4000
Disabled Information Advice Line (DIAL) 0808 800 3333
Domestic Violence 0808 2000 247
Gamblers Anonymous 0330 094 0322
Frank 0300 1236600
Mix (Essential Support) 0800 808 4994
NHS Smoking Helpline 0300 1231044
NHS Direct (24hour Medical Advise) 111
Sexual Health & Contraception 0300 123 7123
Samaritans 08457 909909
Shout (Metal Health Support) Text line 85258
Switchboard (LGBT+ support) 0300 330 0630
Taxi - 24 hour service Doncaster 01302 323434

INFORMATION, ADVICE AND GUIDANCE FOR CAREERS IN THE EQUESTRIAN INDUSTRY

The websites below will help you find alternative training or employment within the equestrian industry:

www.careersinracing.com
www.nationalstud.co.uk
www.equine-world.co.uk
www.careergrooms.com
www.yardandgroom.co.uk
www.equinestaff.co.uk
www.horseandhound.co.uk
www.landex.org.uk
www.abrs-info.org
www.bhs.org.uk
www.bishopburton.ac.uk

www.warwickshire.ac.uk

www.hartpury.ac.uk

INFORMATION, ADVICE AND GUIDANCE FOR GENERAL CAREERS

The websites below will help you find alternative training or employment:

www.direct.gov.uk/nationalcareersservice

www.apprenticeships.org.uk

www.volunteering.org.uk

www.rec.uk.com