



Equillation

Policies and Documents

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GENERAL POLICIES

General Terms & Conditions

Last updated: 14 08 2025

These General Terms and Conditions ("Terms") set out the agreement between you ("Client", "Participant") and **Equillation Ltd**, Company Number (pending) registered in England and Wales, registered office at [Address], ("we", "our", "us"), for the provision of our services.

By booking, purchasing, or participating in any of our services, you agree to be bound by these Terms.

1. Services Covered

These Terms apply to all services offered by Equillation Ltd, including but not limited to:

- Equine coaching, training, and consultancy
- In-person and online workshops, courses, and educational programmes
- Related equestrian or personal development services

Specific services may have their own additional terms, which will apply in conjunction with these Terms.

2. Bookings & Payment

- Bookings are confirmed only upon receipt of full payment or an agreed deposit.
- Payment must be made in GBP (£) via approved methods (bank transfer, card, PayPal).
- Where applicable, prices include VAT.
- Any outstanding balances must be settled by the agreed date before participation.

3. Cancellations & Refunds

Client cancellations:

- More than 14 days before the start date – full refund.
- Between 7 and 14 days before – 50% refund.
- Less than 7 days before – no refund.

Company cancellations:

- We reserve the right to cancel or reschedule due to weather, illness, safety concerns, or unforeseen circumstances.
- Where we cancel, you will be offered a transfer to an alternative date or a full refund.

4. Safety & Participant Responsibilities

- You must comply with our **Safety Contract**, which is incorporated into these Terms.
- All participants must wear appropriate safety equipment (e.g., riding helmet, suitable footwear).
- Children under 18 must be supervised by a responsible adult.
- We reserve the right to refuse participation if safety or welfare is at risk, without refund.

5. Welfare of Horses

- We work in line with a welfare-first, positive reinforcement-based approach.
- We may refuse or discontinue services where horse welfare or safety is compromised.

6. Liability & Insurance

- We hold appropriate public liability insurance.
- To the fullest extent permitted by law, we are not liable for any loss, damage, injury, or expense arising from participation, except where caused by our negligence.
- You are advised to hold your own rider or participant insurance.

7. Intellectual Property

- All course materials, resources, and training content are the intellectual property of Equillation Ltd.
- You may use these for personal purposes only and must not reproduce, distribute, or adapt them without written permission.
- Online content must not be shared or recorded without consent.

8. Data Protection

- We process personal data in accordance with our **Privacy Policy**.
- Copies of our Privacy Policy, Data Retention Policy, and other relevant documents are available on request.

9. Compliments & Complaints

- We welcome feedback in line with our **Compliments and Complaints Policy**.
- Formal complaints should follow the procedure outlined in that policy.

10. Governing Law

- These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Amendments

- We may update these Terms from time to time. The latest version will be published on our website and will apply from the date stated.

Contact us:

Equillation Ltd
The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

Email: admin@equillation.co.uk

Training Programme Terms and Conditions

Last updated: 13 08 2025

Diploma in Equine Facilitated Systemic Constellations (Level 5)

1. Programme Overview

This course is a Level 5 Diploma accredited by ACCPH. It is designed to equip learners with the knowledge, skills, and reflective practice required to work ethically and effectively in the field of equine-facilitated systemic constellations. The course honours the autonomy of the horse as a co-facilitator and centres on systemic thinking, trauma-informed practice, and deep embodied learning.

2. Course Duration & Delivery

- **Length:** 22 months (March 2026 – November 2027)
- **Format:** Blended learning (online theory, practical in-person sessions, assignments, reflective journaling)
- **Attendance :** 100% attendance is required for all practical sessions. In-person weekends and online attendance are mandatory unless otherwise agreed in advance due to exceptional circumstances.

3. Entry Requirements

Applicants must:

- Be aged 18 or over
 - Hold a Level 3 qualification (or equivalent) OR have significant relevant professional experience
 - Be proficient in English (equivalent to IELTS 6.0 or above)
- All applications are subject to review. Equitation Ltd reserves the right to accept or decline applications at its discretion.

4. Fees and Payment

- A non-refundable deposit is required upon acceptance to secure your place.
- Payment plans are available by agreement but must be adhered to.
- Full course fees must be paid even if a student chooses to withdraw or is withdrawn from the course unless alternative arrangements are formally agreed.
- Late or missed payments may result in suspension from the course.

5. Cancellation and Withdrawal

- Students may withdraw from the course by providing written notice.
- If withdrawal occurs:
 - **Before the course start date:** Deposit is retained, but no further fees are payable.
 - **After course start:** Students remain liable for all outstanding fees unless otherwise agreed.
- In the event Equitation Ltd cancels the course, all payments made will be refunded.

6. Attendance and Participation

- Full participation in all practical weekends and online components is essential for accreditation.
- Missed sessions must be caught up, where possible, at the student's own cost.
- Attendance issues must be communicated in writing as soon as possible.

- Persistent non-attendance may result in removal from the course.

7. Assessments and Completion

- Students are assessed via reflective journals, practical facilitation observations, case studies, online quizzes, workbooks, and a personal development portfolio.
- All assessments must be completed to a satisfactory standard for the award to be granted.
- Feedback and tutor support are integral to the learning process.

8. Code of Conduct

- Learners are expected to act with respect, integrity, and professionalism at all times.
- Ethical considerations, especially regarding the wellbeing of horses and clients, are central.
- Discrimination, harassment, or abuse of any kind will not be tolerated.
- Breaches of conduct may result in dismissal from the course without refund.

9. Horse Welfare

- Horses are recognised as sentient beings and are never forced to participate in sessions.
- Any signs of distress or unwillingness in a horse will result in its immediate withdrawal from the session.
- Students must follow all horse safety and welfare guidelines during practical work.

10. Safeguarding and Health & Safety

- Students must familiarise themselves with all site-specific health and safety protocols.
- Any health condition that may affect participation must be disclosed prior to the start of the course.
- Students are responsible for their own safety and for acting in a way that minimises risk to others.

11. Intellectual Property

- Course content, materials, and methodology are the intellectual property of Equillation Ltd.
- Materials provided are for personal educational use only and must not be reproduced, shared, or taught without written permission.

12. Confidentiality

- All participant sharing, client information (if used in case studies), and personal reflections must be treated with strict confidentiality.
- Breaches of confidentiality may result in removal from the course.

13. Data Protection

Equillation Ltd complies with data protection regulations. Student information is stored securely and used only for course administration and accreditation purposes. No data is shared with third parties without consent.

14. Amendments

Equillation Ltd reserves the right to amend these Terms and Conditions or aspects of the course structure where necessary. Any significant changes will be communicated in advance.

Agreement to Terms and Conditions

By signing below, I confirm that I have read, understood, and agree to the Terms and Conditions outlined above for participation in the *Diploma in Equine Facilitated Systemic Constellations (Level 5)* offered by Equillation Ltd.

I acknowledge that participation in this course involves reflective, emotional, and practical work with horses, and I agree to adhere to the principles of ethical practice, personal responsibility, and respect for others as outlined.

Participant Name: _____

Signature: _____

Date: _____

On behalf of Equillation Ltd

Name: _____

Signature: _____

Date: _____

Accreditation of Prior Learning (APL) Policy

Last updated: 13 08 2025

1. Purpose

This policy outlines how Accreditation of Prior Learning (APL) will be managed within the Level 5 Diploma in Equine Facilitated Systemic Constellations, ensuring that prior achievement and professional experience are fairly recognised while maintaining the integrity and learning outcomes of the qualification.

2. Scope

This policy applies to all prospective learners seeking recognition for previously acquired knowledge, skills, or experience that map to the learning outcomes of the programme.

3. Types of APL Considered

- **Accreditation of Prior Certified Learning (APCL):** Where learners have completed relevant qualifications (e.g., counselling diplomas, equine training, systemic constellations).
- **Accreditation of Prior Experiential Learning (APEL):** Where learning has been gained through professional experience, such as facilitation, coaching, therapy, or equine work, without formal certification.

4. APL Limitations

- APL may be awarded for up to a maximum of **30%** of the total qualification.
- Practical sessions involving horses cannot be Apl'd unless equivalent supervised experience can be robustly evidenced and verified.
- Learners must still complete all assessment components linked to facilitation ethics, equine welfare, and trauma-informed systemic practice unless explicitly mapped through APL.

5. Application Process

- Learners must submit an APL application form prior to the course start date, including:
 - A personal statement outlining relevant experience or prior study
 - Documentary evidence (e.g. certificates, portfolios, CPD records, client logs)
 - Mapping of prior learning to specific course learning outcomes
- The Course Leader and IQA will review each application against course specifications and ACCPH guidance.
- An interview or assessment task may be requested to validate experiential claims.

6. Outcome and Records

- Learners will receive written confirmation of the APL decision within 20 working days.
- All APL decisions will be recorded and retained in learner files for audit purposes.

- APL decisions are subject to moderation and quality assurance review.

7. Appeals

- Learners may appeal APL decisions via the centre's standard **Appeals Procedure**, which is fair, transparent, and timely.

Data Protection and Privacy Policy

Last updated: 14 08 2025

1. Introduction

Equillation Ltd is committed to protecting the privacy and personal data of all learners, clients, and partners. This policy outlines how we collect, use, store, and share personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Information We Collect

We may collect and process the following personal data:

- Full name, date of birth, contact details (email, phone, address)
- Educational and professional background
- Emergency contact and relevant health/disability information
- Application forms, reflective journals, assignments, and assessment records
- Payment and invoicing details
- Video or photo content (with explicit consent) during workshops or sessions
- Client or case study information (where relevant and anonymised)

3. Purpose and Legal Basis for Processing

Your data is collected and processed for the following lawful reasons:

- **Contractual necessity:** To deliver and administer our accredited training programme
- **Legal obligation:** To comply with professional, health and safety, safeguarding, and financial regulations
- **Legitimate interest:** To support learning, supervision, and internal quality assurance
- **Consent:** For optional communications, testimonials, or sharing images/content for marketing or reflective purposes (you may withdraw consent at any time)

4. How We Use Your Information

We use personal data to:

- Process applications and enrolment
- Communicate important course updates and materials
- Manage attendance, assessments, and certification
- Provide tutor and peer feedback, supervision, and learning support
- Maintain health and safety and safeguard wellbeing during practical work
- Share updates with awarding or accrediting bodies where necessary
- Comply with accounting, tax, and legal record-keeping obligations

5. Data Sharing

We will only share your data when necessary and with appropriate safeguards, including:

- With the awarding body (ACCPH) for accreditation and certification
- With facilitators, tutors, or mentors delivering course content
- With legal, regulatory, or insurance bodies when required
- With emergency contacts or medical professionals in the case of an emergency

We never sell or rent your personal data to third parties.

6. Data Storage and Retention

Personal data is stored securely on password-protected systems or encrypted cloud storage.

Paper records are kept in locked filing systems with restricted access.

We retain data only as long as necessary for the purpose it was collected or as legally required:

- Student records: Up to 7 years
- Financial data: 6 years (for accounting purposes)
- Assessment records: Until course completion and certification
- Reflective or case material: Deleted or anonymised upon course completion unless agreed otherwise

7. Your Rights

Under data protection law, you have the right to:

- Access your personal data
- Correct inaccuracies in your data
- Request erasure ('right to be forgotten')
- Object to or restrict processing
- Withdraw consent (where applicable)
- Request data portability

To exercise your rights, please see below for contact details

8. Data Breaches

Equitation Ltd has procedures in place to detect, report, and investigate data breaches. If a data breach poses a risk to your rights and freedoms, we will notify you and the Information Commissioner's Office (ICO) as required.

9. Policy Updates

This policy may be updated periodically to reflect changes in the law or in our practices. The latest version will always be available upon request or on our website.

10. Contact Details

Data Controller:

Equillation Ltd

The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

Email: admin@equillation.co.uk

If you have concerns about how we process your data, you can also contact the **Information Commissioner's Office (ICO)** at ico.org.uk.

Data Retention Policy

Last updated: 14 08 2025

1. Purpose

This Data Retention Policy outlines how long Equillation Ltd retains personal data collected during the course of delivering training, therapy, supervision, and related services. It ensures we meet our legal, regulatory, and professional obligations while maintaining respect for individual privacy.

2. Scope

This policy applies to all personal data held by Equillation Ltd, including that of:

- Students and course applicants
- Clients and workshop participants
- Supervisors, tutors, and facilitators
- Administrative and financial records

3. Retention Principles

We only retain personal data for as long as necessary for the purposes for which it was collected.

Retention periods are based on legal obligations, contract requirements, and professional best practices.

Data no longer needed is securely deleted, shredded, or anonymised.

4. Data Retention Schedule

Data Type	Retention Period	Reason
Student registration data (application, contact details, ID)	7 years after course completion	Contractual, accreditation, and verification purposes
Assessment records (assignments, feedback, practical observations)	3 years after course completion	Accreditation evidence, appeals, internal quality assurance
Reflective journals and PDP portfolios	1 year after course completion (unless permission granted to retain anonymised examples)	Learning support, assessment moderation
Case studies or client-related material (used in training or assessment)	Until course completion, then deleted or anonymised	Client confidentiality and data protection
Attendance records	3 years	Audit and verification purposes
Email communications	3 years from last contact	General correspondence and query resolution

Financial records and invoices	6 years	Required under HMRC/accounting regulations
Safeguarding or incident reports	7 years (or longer if legally required)	Legal and regulatory compliance
Marketing consents (email/newsletters)	Until consent is withdrawn	Consent-based communication

5. Secure Disposal of Data

Digital records are deleted from secure servers and cloud platforms using appropriate deletion protocols.

Paper records are shredded using a crosscut shredder or securely disposed of via a confidential waste service.

6. Roles and Responsibilities

The Data Controller (Equillation Ltd) is responsible for:

- Ensuring compliance with this policy
- Monitoring retention timelines
- Overseeing secure disposal and anonymisation of data
- Responding to data access or deletion requests

7. Review and Updates

This policy will be reviewed annually or when changes in data protection law occur. Updates will be communicated to all relevant stakeholders.

8. Contact

For questions or requests regarding data retention, please contact:

Equillation Ltd

The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

Email: admin@equillation.co.uk

Compliments and Complaints Policy

Last updated: 14 08 2025

1. Purpose

At Equillation Ltd, we are committed to providing a high-quality experience across all our training programmes, workshops, and therapeutic services. We welcome feedback of all kinds, including compliments and complaints, as a vital part of our continuous learning and improvement process.

This policy outlines how individuals can share their experiences with us and how we respond to complaints with fairness, transparency, and care.

2. Scope

This policy applies to:

- Students and trainees
- Clients and participants
- Tutors, supervisors, and facilitators
- Visitors and members of the public interacting with Equillation Ltd

3. Compliments

We value positive feedback as it helps affirm what is working well and recognise staff, facilitators, or aspects of the programme that have made a meaningful impact.

How to share a compliment:

Email: admin@equillation.co.uk

In writing: Equillation Ltd The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

Verbally during check-ins, feedback sessions, or review meetings

Compliments may be shared (with permission) in promotional material, staff recognition, or continuous improvement processes.

4. Complaints

We aim to handle complaints sensitively, promptly, and fairly. If you are dissatisfied with any aspect of your experience, we encourage open communication and resolution wherever possible.

We define a complaint as:

Any expression of dissatisfaction about our services, behaviour of staff, delivery of training, or use of facilities, which requires a formal response.

5. Complaints Procedure

• Step 1 – Informal Resolution

We encourage individuals to raise issues as soon as possible with the relevant person (e.g., tutor, facilitator) to allow for quick, informal resolution.

If the issue cannot be resolved informally or if you feel unable to address it directly, you may proceed to the formal stage.

• Step 2 – Formal Complaint

Formal complaints should be submitted in writing via email or post, and must include:

- Your name and contact details
- A clear description of the issue
- Dates, names, and any relevant evidence
- The outcome you are seeking, if applicable

Send to:

- Email: admin@equillation.co.uk
- In writing: Equillation Ltd The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

You will receive an acknowledgement within **5 working days** and a full written response within **20 working days**.

- **Step 3 – Review**

If you are not satisfied with the outcome, you may request a review of the decision. This will be carried out by a different member of the leadership team or an external advisor if appropriate. The decision at this stage is final.

6. Confidentiality

All complaints will be handled confidentially and shared only with those directly involved in investigating and resolving the issue. Any personal data will be handled in accordance with our Data Protection Policy.

7. Safeguarding and Serious Concerns

If your concern relates to safeguarding, abuse, or serious misconduct, it will be dealt with under our Safeguarding Policy and referred to by the appropriate authority as required by law.

8. Record Keeping

All formal complaints are recorded, along with the outcome and actions taken. This helps us monitor patterns, improve our services, and uphold accountability.

9. Review

This policy will be reviewed annually to ensure it remains relevant, accessible, and aligned with our commitment to high standards and compassionate practice.

Contact

Equillation Ltd
The Stable, Ellishayes Farm, Combe Raleigh, Honiton, EX14 4UQ

Email: admin@equillation.co.uk

SAFETY & WELFARE POLICIES

Health & Safety Policy

Last updated: 13 08 2025

1. Purpose

Equillation Ltd is committed to ensuring the health, safety, and welfare of all staff, contractors, clients, visitors, and horses involved in our activities. This policy sets out our approach to managing risks and maintaining safe environments.

2. Scope

This policy applies to:

- All in-person coaching, training, and events.
- All online workshops, courses, and meetings.
- All staff, contractors, and participants.

3. Responsibilities

Management (Equillation Ltd Directors) will:

- Provide safe facilities and equipment for all activities.
- Ensure risk assessments are carried out and reviewed regularly.
- Maintain appropriate insurance.
- Provide relevant health and safety training to staff and contractors.

Staff and Contractors will:

- Follow all safety procedures and instructions.
- Report hazards or incidents immediately.
- Promote a culture of safety and welfare.

Participants will:

- Follow all safety instructions given by staff.
- Wear appropriate protective equipment (e.g., riding helmet, sturdy footwear).
- Act in a way that does not endanger themselves, others, or horses.

4. Risk Management

We will:

- Complete written risk assessments for all activities.
- Review risk assessments annually or after significant changes/incidents.
- Take steps to eliminate or reduce identified risks to an acceptable level.

5. First Aid & Emergencies

- At least one trained first aider will be present at in-person sessions.
- A fully stocked first aid kit will be available at each activity site.
- Emergency contact details will be recorded for all participants.
- In case of serious injury or incident, emergency services will be called immediately, and an incident report will be completed.

6. Horse Welfare & Safety

- Horses will be handled and trained using positive reinforcement and welfare-first methods.
- Horses showing signs of illness, injury, or distress will not be worked until cleared by a vet.

7. Online Safety

For virtual learning environments, we will:

- Provide clear joining instructions for online sessions.
- Ensure platforms are secure and privacy protected.
- Encourage respectful and professional online behaviour.

- **Accident & Incident Reporting**

All accidents, near misses, and safety concerns must be reported to the session leader immediately.

A written record will be kept in the Accident/Incident Log.

Incidents will be reviewed to identify preventative measures.

9. Review of Policy

This policy will be reviewed annually or sooner if there are significant changes in operations or legislation.

Signed: _____

Name: Maria-Lucy Neason

Position: Director, Equillation Ltd

Date: _____

First Aid Procedure

Last updated: 13 08 2025

1 Purpose

This procedure ensures prompt, effective, and appropriate first aid is provided to anyone injured or taken ill during Equillation Ltd activities.

2. Scope

This applies to all staff, contractors, and participants during any Equillation Ltd session, event, or course, whether on-site or at an external venue.

3. Responsibilities

- First Aid Appointed Person / First Aider
- Hold a valid, recognised first aid qualification (e.g., First Aid at Work, EFAW, or Equine-specific first aid).
- Maintain the contents of the first aid kit and ensure it is in date.
- Record all incidents in the Accident Book.
- Contact emergency services if required.
- All Staff
- Familiarise themselves with the location of first aid equipment.
- Report incidents promptly to the First Aider or appointed person.

4. First Aid Equipment

A clearly labelled, accessible first aid kit must be available during all activities.

Contents must comply with HSE guidance and be checked monthly.

An additional equine first aid kit should be available for horse-related incidents (for use by trained staff only).

5. Procedure in the Event of Injury or Illness

- Assess the Scene
- Ensure your safety and that of others before approaching.
- Identify potential hazards (e.g., loose horse, slippery surface).
- Initial Assessment
- Check responsiveness, airway, breathing, and circulation (ABCs).
- Call for Help
- If life-threatening, dial 999 immediately.
- Provide the following information:
 - Location (including postcode)
 - Nature of injury/illness
 - Number of people injured
 - Any special hazards (e.g., horses on site)
- Provide First Aid only within the limits of your training.
- Use PPE (gloves, masks if required).
- Record the Incident
- Complete the Accident Book.
- If the injury is reportable under RIDDOR, notify the relevant authority.
- Follow-Up
- Review the incident for lessons learned and update risk assessments if necessary.

Emergency Contact Information

- **Emergency Services** – 999
- **Nearest Hospital / A&E:** Royal Devon & Exeter Hospital 01392 411611
- **First Aid Appointed Person Contact:** Maria-Lucy Neason 07791 080984

7. Training & Review

At least one staff member present must be first aid trained during activities.
Procedure to be reviewed annually or after any major incident.

Risk Assessment for Equine Facilitated Constellations Training Programme

Last updated: 13 08 2025

The Equine Facilitated Constellations Training Programme, delivered by **Equillation Ltd**, has been thoroughly assessed for risk. Appropriate measures have been implemented to manage identified risks and ensure the safety and wellbeing of all participants—both human and equine.

1. Facilitator Training and Qualifications

The foundation of risk management lies in ensuring all facilitators are adequately trained to deliver training practical sessions safely. This includes both **physical** and **emotional** safety. Due to the nature of the work, there is a potential for emotional distress or the resurfacing of past trauma, which can lead to emotional overwhelm.

Risk Level (Emotional Trauma): HIGH

Risk Mitigation Measures:

- All facilitators must be appropriately qualified and undergo regular professional supervision (at least monthly).
- Facilitators must engage in ongoing Continuing Professional Development (CPD).
- Records of all qualifications, training, and supervision must be maintained.

Reassessed Risk Level (with measures in place): MEDIUM

2. Facilitator Information

Business Name: Equillation Ltd

Facilitator: Kate Bickerstaff

Professional Qualifications:

- BSc (Hons) Psychology
- Level 5 Counselling and Psychotherapy (Senior member of the ACCPH)
- Equine Facilitated Psychotherapy Practitioner
- Constellation Therapy
- Level 1 Reiki and Seichem Energy Healing

Facilitator: Maria-Lucy Neason

Professional Qualifications:

- MSc In Equine Studies

- BSc (Hons) Diagnostic Imaging
- Cert Ed (FE)
- Advanced National Certificate in Equine Business Management
- British Horse Society Intermediate Instructor Certificate

3. Health and Safety Responsibility

Facilitators are fully aware of and adhere to all Health and Safety, Fire Safety, and Safeguarding policies of the premises where therapy is delivered.

- Facilitators follow the yard's:
- Health and Safety Policy
- Safeguarding Policy
- First Aid Procedures

It remains the facilitator's responsibility to familiarise themselves with site-specific safety procedures and integrate them into their own risk assessments when working at any location.

4. Clients and Participants

Due to the emotionally and physically intensive nature of Equine Facilitated Constellations, all clients must be assessed in terms of:

- Cognitive ability
- Emotional and mental health
- Physical capabilities

These factors are evaluated during the initial assessment or through the application process (for workshops).

5. Student Acceptance Criteria

If a student is determined to be high-risk—even after implementing mitigation strategies—they will not be accepted for training.

Factors influencing this decision include:

- Welfare of the horses
- Competence and training of the therapist(s)
- Ability to deliver effective and safe therapeutic outcomes for the client

6 Horse Welfare and Safety

Risk of Physical Injury from Horses: HIGH

Horse behaviour is monitored daily to ensure they are physically and emotionally fit to participate in sessions. If a horse shows signs of unwillingness or distress, it will be excused from student interaction, even if this disrupts the training programme.

Ongoing Mitigation Measures:

Horses are continually assessed for physical and emotional readiness.

A **Safety Contract** is reviewed and signed by all clients before participating in sessions, and is explained in full to ensure understanding.

Facilitators retain the authority to exclude a horse or suspend a session if safety is compromised.

Reassessed Risk Level (with measures in place): LOW

7 Therapy Sessions

While operating on-site at **Equillation Yard**, all activities are conducted in compliance with the yard's existing risk assessments.

Each session is dynamically assessed in real-time. If, during a session, the horse or client is deemed at risk, a **"Time Out"** will be initiated. The session will then be paused, reassessed, or suspended as needed.

Safety Aspects of EFC Horse-related Activities

Last updated: 13 08 2025

1. Protective Attire

For your safety and comfort, it's important to wear fully enclosed, hard-soled shoes or boots with socks, along with long trousers. This helps protect your feet and legs while spending time around horses.

2. Section B. The Nature and Physical Character of the Horse

Working Safely with Horses

Although domesticated horses are generally gentle, sensitive, and affectionate, they remain deeply connected to the instincts that have kept them safe for thousands of years. The following guidance has been gathered to support your understanding and ensure your safety during your time with us. Please don't feel alarmed—this information is simply offered to help you feel informed and prepared for your session.

- **Horses are naturally responsive beings** with their own minds and personalities. Like all animals, they can be unpredictable at times. They are highly attuned to energy and emotion, so it's helpful to notice how you're feeling when you're with them.
- **When a horse feels frightened, threatened, or under pressure**, its instinct may be to move quickly—forward, sideways, or away from the perceived danger, to seek safety.
- **Horses have strong instincts to protect their space**, especially from behind. If a horse feels surprised or unsettled from the rear, it may kick. Please be mindful of your distance and positioning.
- **Approach calmly and with intention**, ideally near the horse's shoulder or neck area. This is where they are most comfortable seeing and sensing your presence.
- **Sudden or loud movements**, such as dropping objects or raising your voice unexpectedly, can activate a horse's natural protective reflexes. Remaining steady and grounded helps the horse feel safe with you.
- **Horses often give clear signs when they feel uneasy**, such as tensing their muscles, pinning their ears back, or tossing their head. If these signals arise, your facilitator or a team member will gently manage the situation to ensure everyone's wellbeing.
- **Horses have a unique way of seeing the world**. They can look in different directions with each eye and often use their ears to signal where their attention is focused. Noticing their body language can help you better understand their communication.

- **Horses have two main blind spots**—directly behind them and just in front of their noses. For this reason, it's best to avoid approaching from directly behind or reaching straight toward their face. Instead, move toward them from the side where they can see and sense you clearly.
- **While horses are generally sure-footed**, they may occasionally step on a foot or lose balance, especially on uneven or slippery ground. We encourage awareness of your surroundings and footing at all times.

I have read and understand the above concerning protective attire and the nature and physical character of the horse.

Signature _____ Date _____

Name (printed) _____

Client Waiver & Release of Liability

Participant Name: _____

Date of Birth: _____

Address: _____

Phone: _____

Email: _____

1. Acknowledgement of Risk

I understand that working with horses and participating in equine-related activities involves inherent risks, including but not limited to:

- Injury from horses (kicks, bites, knocks, or being thrown)
- Slips, trips, or falls on uneven or wet ground
- Environmental hazards (weather, wildlife, equipment)

I acknowledge that Equillation Ltd takes all reasonable precautions to minimise risks, but these cannot be completely eliminated.

2. Voluntary Participation

I confirm that I am participating voluntarily, and I am physically and mentally able to take part in the activities provided by Equillation Ltd.

3. Safety & Instructions

I agree to:

- Follow all safety instructions given by Equillation Ltd staff.
- Wear appropriate clothing and safety equipment (e.g., riding helmet, sturdy footwear).
- Conduct myself in a manner that does not endanger myself, others, or horses.

4. Health & Medical

I confirm that:

- I have disclosed any relevant medical conditions, injuries, or allergies to Equillation Ltd.
- I will inform staff of any changes to my health that could affect my safety.
- In the event of an emergency, I consent to receiving necessary medical treatment.

5. Release of Liability

To the fullest extent permitted by law, I release and discharge Equillation Ltd, its directors, employees, contractors, and volunteers from any liability for injury, loss, or damage arising from my participation in activities, except where caused by their negligence.

6. Insurance

I understand it is my responsibility to have my own personal accident and/or rider insurance.

7. Photography & Media Consent (*optional*)

- ☐ I consent to photographs/videos of me being taken during activities for promotional purposes.
- ☐ I do not consent.

8. Governing Law

This waiver is governed by the laws of England and Wales.

Participant Signature: _____ **Date:** _____

Printed Name: _____

Emergency Contact Name: _____ **Phone:** _____

Safeguarding Policy

Last updated: 12 08 2025

1. Purpose

Equillation Ltd is committed to creating a safe and respectful environment for all participants, staff, volunteers, and horses. This policy outlines our approach to safeguarding children, young people, and vulnerable adults, ensuring that their welfare is always a priority.

2. Scope

This policy applies to:

- All staff, contractors, volunteers, and representatives of Equillation Ltd.
- All participants in our services (in-person and online).
- Any setting where we provide equine-related training, coaching, or education.

3. Safeguarding Commitment

We will:

- Put the welfare of children, young people, and vulnerable adults at the centre of everything we do.
- Provide safe environments for all participants and horses.
- Take all safeguarding concerns seriously and respond appropriately.
- Follow relevant UK safeguarding legislation and guidance, including *Working Together to Safeguard Children* (HM Government)

4. Definitions

- **Child/Young Person** – anyone under the age of 18.
- **Vulnerable Adult** – anyone aged 18+ who is unable to protect themselves from harm or exploitation due to care needs, disability, illness, or mental health conditions.
- **Safeguarding** – protecting people's health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect.

5. Roles & Responsibilities

- **Designated Safeguarding Lead (DSL):** [Kate Bickerstaff] – responsible for overseeing safeguarding procedures, responding to concerns, and ensuring training is up to date.
- **All Staff/Volunteers:** Must be aware of this policy, follow procedures, and report concerns immediately to the DSL.

6. Code of Conduct

All staff and volunteers must:

- Treat all participants with respect, dignity, and fairness.
- Avoid physical contact unless necessary for safety and with consent.
- Never engage in behaviour that could be perceived as abusive, exploitative, or discriminatory.
- Maintain appropriate professional boundaries both in person and online.
- Avoid being alone with a child or vulnerable adult where possible — follow the "two-adult rule" in sessions.

7. Recognising and Responding to Concerns

Abuse can be:

- **Physical** – hitting, shaking, misuse of restraints.

- **Emotional** – threats, humiliation, bullying.
- **Sexual** – inappropriate touching, sexualised behaviour.
- **Neglect** – failing to meet basic needs.

If you have a safeguarding concern:

- Stay calm and listen carefully.
- Reassure the person they are being taken seriously.
- Do not promise confidentiality — explain you may need to share information.
- Record the facts as soon as possible (date, time, what was said, who was present).
- Report immediately to the DSL.
- The DSL will decide on the next steps, which may involve contacting the local authority or police.

8. Recording & Confidentiality

- All safeguarding records will be kept securely and in line with our **Data Protection Policy**.
- Only those who need to know will have access to safeguarding information.

9. Safe Recruitment

- All staff and volunteers who work with children or vulnerable adults will undergo appropriate checks, including enhanced DBS where required.
- References will be taken for all staff and volunteers before they begin work.

10. Training

- All staff and volunteers will receive safeguarding training appropriate to their role.
- The DSL will undertake regular refresher training to stay up to date with legislation and best practice.

11. Policy Review

This policy will be reviewed annually or sooner if legislation changes or an incident requires it.

Contact for Safeguarding Concerns:

Designated Safeguarding Lead: Maria-Lucy Neason

Email: maria-lucy@equillation.co.uk

Phone: [Phone]

Accessibility & Reasonable Adjustments Policy

Last updated: 13 08 2025

1. Purpose

Equillation Ltd is committed to providing an inclusive learning environment where all participants have equal access to our programmes.

This policy outlines our approach to supporting learners with disabilities, learning differences (including dyslexia, dyspraxia, ADHD), or other additional needs.

2 Scope

This policy applies to all learners, staff, and contractors involved in the delivery of Equillation Ltd programmes.

3. Principles

- We comply with the **Equality Act 2010** and recognise our duty to make reasonable adjustments for learners with additional needs.
- We respect the dignity, privacy, and individuality of every learner.
- Adjustments will be made where they are reasonable, practical, and do not compromise the integrity of the course.

4. Disclosure of Needs

- Learners are encouraged to inform us of any additional needs **before the course begins** or as soon as possible.
- Disclosure can be made verbally or in writing to the Course Leader.
- All information will be treated **confidentially** and only shared with relevant staff on a need-to-know basis.

5. Examples of Reasonable Adjustments

Adjustments will be tailored to individual needs and may include:

- Extra time for assessments or assignments.
- Providing materials in alternative formats (e.g., coloured paper, large print, digital).
- Allowing the use of assistive technology (e.g., screen readers, speech-to-text).
- Offering verbal instead of written assessments where appropriate.
- Adjusting the pace or method of delivery

6. Request Process

1. Learner informs the Course Leader of their needs.
2. Discussion to agree on possible adjustments.
3. Adjustments are recorded and implemented.
4. Review during the course to ensure suitability.

7. Monitoring and Review

- This policy will be reviewed annually or after any significant incident.
- Learner feedback will be used to improve inclusivity and accessibility.

Equality, Diversity & Inclusion (EDI) Policy

Last updated: 13 08 2025

1. Purpose

Equillation Ltd is committed to fostering a culture of equality, diversity, and inclusion, ensuring that all participants, staff, volunteers, and contractors are treated fairly and with respect.

2. Scope

This policy applies to all staff, contractors, volunteers, learners, and participants in all Equillation Ltd activities, both in-person and online.

3. Principles

- We value and respect individual differences, including age, race, ethnicity, gender, sexual orientation, religion, disability, and socio-economic background.
- We aim to provide equal access to all services and learning opportunities.
- We will not tolerate discrimination, harassment, or victimisation in any form.
- We recognise that diverse perspectives strengthen learning and practice.

4. Responsibilities

- **Management:** Ensure policies, procedures, and resources promote EDI.
- **Staff & Contractors:** Treat everyone respectfully, challenge discriminatory behaviour, and support inclusive practices.
- **Participants:** Respect the diversity and rights of others and follow EDI guidance during courses and activities

5. Reporting Concerns

Any concerns or complaints regarding discrimination, harassment, or exclusion should be reported to the Course Leader or Director.

- Reports will be treated seriously, confidentially, and investigated promptly.

6. Policy Review

This policy will be reviewed annually or following any significant incident.

PROFESSIONAL & ETHICAL FRAMEWORK

Code of Ethics

Last updated: 15 08 2025

1. Purpose

This Code of Ethics sets out the values and professional standards that guide the work of Equillation Ltd in the delivery of equine-facilitated systemic constellations education. It aligns with the **ACCPH Code of Ethics and Practice** and reflects our commitment to the welfare of clients, horses, and the wider professional community.

2. Scope

This policy applies to all directors, staff, contractors, associates, and learners representing Equillation Ltd.

3. Ethical Principles

3.1 Respect for Clients

- Place the wellbeing, dignity, and autonomy of clients at the centre of practice.
- Maintain confidentiality in line with Data Protection legislation, except where there is a legal or safeguarding obligation to disclose.
- Work with integrity, honesty, and transparency.
- Avoid dual or exploitative relationships that could compromise professional judgement.
(Aligned with ACCPH: client-centred practice, confidentiality, safeguarding boundaries.)

3.2 Respect for Horses

- Prioritise the physical and emotional welfare of horses at all times.
- Do not subject horses to training, handling, or environments that compromise their wellbeing.
- Recognise horses as sentient beings and equal partners in the work.
- Follow evidence-based, ethical approaches to equine management and training.
(This extends ACCPH principles of safeguarding and welfare to the equine context.)

3.3 Professional Competence & Integrity

- Deliver services only within the scope of personal competence, training, and accreditation.
- Commit to continuous professional development (CPD) in both equine and facilitation skills.
- Seek supervision, mentoring, or peer support where appropriate.
- Be transparent about qualifications and professional memberships.
(Aligned with ACCPH: honesty, integrity, and ongoing professional growth.)

3.4 Equality, Diversity & Inclusion

- Treat all clients, learners, and colleagues with fairness, dignity, and respect.
- Provide inclusive opportunities, free from discrimination or harassment.
- Make reasonable adjustments where possible to ensure accessibility.
(Aligned with ACCPH: respect, inclusivity, and non-discrimination.)

3.5 Responsibility to the Profession

- Uphold the reputation and credibility of Equillation Ltd, ACCPH, and the wider field of equine-facilitated practice.
- Challenge unethical or harmful practice where observed.
- Share knowledge and contribute positively to the development of the profession.
(Aligned with ACCPH: accountability, integrity, and upholding standards.)

4. Accountability & Breaches

- Any breaches of this Code of Ethics will be reviewed under Equillation Ltd's Complaints Policy.
- Serious ethical breaches may result in disciplinary action, termination of contract, or referral to **ACCPH** or other relevant professional bodies.

5. Review

This Code of Ethics will be reviewed annually or sooner if there are changes to ACCPH standards or professional best practice.

Ethical Commitment

Last updated: 15 08 2025

As a learner, associate, or representative of **Equillation Ltd**, I agree to uphold the highest standards of ethical and professional practice in line with:

- **Equillation Ltd's Code of Ethics**
- **ACCPH Code of Ethics and Practice**

I commit to:

1. **Respect for Clients** – placing client wellbeing, dignity, and autonomy at the centre of practice; maintaining confidentiality and appropriate professional boundaries.
2. **Respect for Horses** – safeguarding the physical and emotional welfare of all horses, recognising them as sentient beings and partners in the work.
3. **Integrity & Professionalism** – working with honesty, transparency, and accountability; only practising within the limits of my competence and training.
4. **Commitment to Learning** – engaging in ongoing professional development and seeking appropriate supervision or guidance where needed.
5. **Equity & Inclusion** – treating all people with fairness, dignity, and respect, and providing inclusive opportunities without discrimination.
6. **Responsibility to the Profession** – contributing to the credibility and reputation of Equillation Ltd, ACCPH, and the wider equine-facilitated practice community by upholding ethical standards.

Acknowledgement

I have read and understood Equillation Ltd's **Code of Ethics** and agree to abide by it at all times. I understand that any breach of this commitment may result in review under the Complaints Policy and, if appropriate, referral to **ACCPH** or another relevant professional body.

Name: _____

Signature: _____

Date: _____

Code of Conduct

Last updated: 14 08 2025

1. Purpose

The Code of Conduct sets out the expected behaviour and standards for all staff, contractors, and participants during Equillation Ltd activities.

2. General Behaviour

- Treat all people and horses with respect, kindness, and professionalism.
- Communicate courteously and constructively.
- Act responsibly and ethically at all times.

3. Health, Safety & Welfare

- Follow all safety procedures, risk assessments, and instructions from staff.
- Wear appropriate clothing and protective equipment as required.
- Report accidents, hazards, or unsafe behaviour immediately.

4. Professional Boundaries

- Maintain appropriate boundaries in all interactions with participants.
- Do not engage in behaviour that could be perceived as exploitative, coercive, or discriminatory.
- Avoid being alone with a participant where possible; follow the “two-adult rule” if relevant.

5. Confidentiality

- Respect the privacy of participants and colleagues.
- Do not share personal or sensitive information without consent, unless legally required to do so.

6. Online Conduct

- Maintain professional behaviour on social media and online platforms related to Equillation Ltd.
- Do not post images or content of participants or horses without consent.

7. Reporting Misconduct

- Any concerns about breaches of this Code should be reported immediately to the Course Leader or Director.
- Reports will be investigated promptly and confidentially.

8. Acknowledgement

All staff, contractors, and participants are expected to read and comply with this Code of Conduct.

Signed: _____ **Date:** _____