# STAGE 4 - OBSERVATION SHEET

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| Assessor name: |  |
| Date: |  | Centre: |  |

# STAGE 4 MANAGEMENT - OBSERVATION SHEET

**PLEASE HOLD ONTO OBSERVATION SHEETS FOR 3 MONTHS. CONFIDENTIALLY DESTROY AFTER THIS TIME**

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| Learning Outcomes | Assessment criteria | Candidate name/ number | Candidate name/ number |
| LO1 – VIVA Understand the importance of customer care  | 1.1 Compare different booking methods for equestrian businesses  |  |  |
| 1.2 Justify the allocation of resources in a range of situations*(Range = 2 or more)* |
| 1.3 Evaluate a range of factors that contribute to successful customer care *(Range = 3 or more)* |
| 1.4 Compare the benefits of different membership schemes for clients |
| LO2 – Be able to use interpersonal skills | 2.1 Evaluate own interpersonal skills |  |  |
| 2.2 Demonstrate effective verbal communication in a range of situations *(Range = 2 or more)* |
| 2.3 Demonstrate effective non-verbal communication in a range of situations *(Range = 2 or more)* |
| 2.4 Demonstrate effective listening skills |
| 2.5 Demonstrate effective negotiation skills |
| 2.6 Demonstrate effective decision making skills |
| LO3 – VIVABe able to manage staff | 3.1 Evaluate the different ways of employing staff |  |  |
| 3.2 Explain the purpose and process of staff development |
| 3.3 Produce training plans to develop staff |

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| LO4 – VIVAUnderstand requirements for self-employment | 4.1 Explain the specific requirements of a self-employed coach |  |  |
| 4.2 Compare the benefits of different membership schemes for self-employed coaches |
| 4.3 Explain the benefits of Continued Professional Development for a self-employed coach |
| LO 5 – VIVAUnderstand the roles and responsibilities of a yard manager | 5.1 Explain the requirements of relevant legislation and your responsibilities |  |  |
| 5.2 Explain the purpose of different types of insurance |
| LO6- Understand financial requirements for an equestrian business | 6.1 Evaluate pricing methods |  |  |
| 6.2 Evaluate a range of methods of payment*(Range = 2 or more)* |
| 6.3 Explain a range of accounting requirements *(Range = 2 or more)* |
| 6.4 Explain how to manage business costs |
| 6.5 Explain pay requirements for a business |

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| LO7- VIVA Understand record keeping requirements for an equestrian business | 7.1 Explain records kept |  |  |
| 7.2 Explain how business information is stored  |
| LO8 – Understand different marketing opportunities | 8.1 Evaluate different types of marketing |  |  |
| 8.2 Justify different marketing campaigns *(At least 2 types)* |
| LO9 – VIVAUnderstand how to manage a yard | 9.1 Compare the benefits of different types of approval scheme for business |  |  |
| 9.2 Explain working relationships with a range of associated professionals*(Range = 3 or more)* |
| 9.3 Explain how to maintain facilities |
| 9.4 Evaluate a range of security procedures on the yard*(Range = 3 or more)* |
| LO10 – Understand how to manage grassland | 10.1 Analyse annual grassland maintenance programmes  |  |  |

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