

Online HorseCollege



Student Workbook

3.H.06 Work Performance

www.OnlineHorseCollege.com

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Work Performance 3.H.06 Workbook

Students are to complete Horse Care 3.H.01-04 online assessments prior to attempting Horse Care 3.H.06 and to follow all recommended safety considerations.

Practical assessments for Horse Care 3.H.05-08 are as follows

- A) Work Routines
- B) Work Performance
- C) Assess Horse Health
- D) Horse First Aid

These assessments incorporate the following unit from the SIS30710 Sport Industry Training Package which include the listed elements

SISOEQO304A Apply first aid for horses

- Assess health problems and injuries in horses
- Assist the veterinarian
- Care for the convalescing horse

Further information about this assessment is available at www.training.gov.au

Work Performance Introduction

How well you perform in the workplace will attribute to your efficiency as an employee. Being efficient means you will be able to complete tasks and routines quickly, but you will also need to be able to communicate and work well with other colleagues, clients and horses.

This workbook provides information on why it is important to review and improve your work performance and how you can go about it.

Improving Work Performance

There will always be something new to learn or skills to improve when working with horses. By improving your skills you will improve your work performance which in turn increases your value as an employee.

Improving your skills can involve taking on personal study, finding a mentor, taking on external training or even asking a more experienced horse persons for some suggestions.

Personal study may mean you access some reading materials on the subject. A mentor is a trusted counsellor or teacher which can provide you with help and support. Some employers may offer opportunities for external training in the form of short courses, traineeships or apprenticeships which, upon completion, the student will hold a recognised qualification.

When undertaking training, you will be assessed through 'Competency Standards'. These standards measure the knowledge and skill required to undertake a task. Along side the standards are criteria, which describe the standard to which you will be assessed.

For example, the criteria for the standard 'Dismount and lead the horse' could be:-

- a) *Dismount safely*
- b) *Lead the horse safely*

These criteria and competency standards mean that within the industry there is a determined standard of performance for qualified persons.

When addressing the need to improve skills ask the following questions

- 1) *Can the task be made easier?* – Will new or different equipment make performing the task quicker or easier? Or can the task be broken down into parts and some of it delegated to another employee?
- 2) *Is there training available?* – Is there a more experienced person within the workplace which can give you advice? Or Are there opportunities available for external study?
- 3) *Is there another role you can undertake which would be more suited to your abilities and experience?* -



Work Quality

Sometimes the quality of your work will be affected by other factors like the weather, broken equipment or insufficient knowledge or experience and usually when affected the cause can be resolved. But when quality of your work is continually affected, then action needs to be taken to determine the problem.

- 1) *Establish what the problem is?* – Identifying the exact problem means you can take action to rectify it.
- 2) *Will rectifying the problem be beneficial?* – Ensure there will be a benefit in addressing and putting energy into the issue. E.g. financial, morale, time benefit.
- 3) *Is the problem to do with lack of motivation, skill or knowledge?* – When people lack motivation they tend to perform poorly and show little enthusiasm. When people lack skill they tend to make mistakes more often and take longer to complete the task.

Once you have determined the answer to the above questions then you can take action into determining the best approach for solving the situation.

If, for whatever reason the quality or quantity of your work has been affected it's important to tell the appropriate people how or why there was changes. Depending upon your situation to may need to inform a supervisor or senior staff member or you may need to record the details in diary's or daily procedure manuals. By doing so you will identify a problem, perhaps an ongoing one, and the need to find and address a solution, which in the future could make your job easier.



Effective Workplace Behaviour

No doubt how you communicate and interact with colleagues, clients and horses will affect how you feel about your work environment. Good communication is essential to avoid misunderstandings and interpretations.

Liaison with colleagues when determining work roles and routines, if an opportunity exists for skill improvement bring it to the attention of other staff members who may also be interested. You will also probably need to find somebody to cover your shift or work whilst you're absent. Good communication with colleagues will ensure everyone is informed and minimises people 'doubling up' on tasks.

Structure feedback given to other staff members in the same manner which you would give feedback to students, positive-constructive-positive.



Important documentation should be stored in an appropriate and effective manner. Due to confidentiality, personal information needs to be stored safely, away from public access. This also applies for client and student files which often hold details of a personal nature along with medical or health information and skill or ability level. Workplaces will often keep on file records of assessments, achievements and qualifications of staff members.

There are some computer application databases available specifically to the horse industry in which information can be stored about worming and breeding programs, veterinary and farrier appointments and student details. This means less paperwork but in turn frequent data entry and regular 'backing up' of computer drives.

Extension Lesson

Identify some factors which affect your work and develop solutions to improve the problem.

Problem	Solution

Identify some skills you have that could use improvement and fill in the table below.

Skill to be improved	Benefits of improving the skill	Action involved to improve the skill

Recommended Reading

Publication:-

The Complete Idiot's Guide to Managing
Your Time

Author:-

Jeff Davidson

References

Webpages:-

<http://trainingpd.suite101.com/article.cfm/performancemanagement2>

<http://trainingpd.suite101.com/article.cfm/performancemanagement1>

Images:-

Page 6 cvm.msu.edu/.../past-events

Page 7 useventing.com/blog/?p=267

Page 8 www.eurodressage.com/.../gbr_championships.html

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