

Assured Certificate in Saddle Fitting (A11G-01) (Qualified by The Society of Master Saddlers)

January 2025 Version 1.0

Qualification Handbook



Qualification at a glance

Subject area	Saddle Fitting
City & Guilds number	4751
Age group approved	18+
Entry requirements	None
Assessment	Practical observation Synoptic written test
Support materials	Centre handbook Assessment pack Candidate Assessment Guidance
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level

Assured Certificate in Saddle Fitting

City & Guilds number

A11G-01

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1 Introduction

The Society of Master Saddlers is a professional body whose aims are to promote and safeguard the training, qualifications and standard of work of craft saddlers, saddlery manufacturers, saddlery retailers and bridle and saddle fitters.

This document tells you what The Society will do to deliver the qualifications

Area	Description
Who is the qualification for?	<p>The qualification is suitable for Society of Master Saddlers' members and their employees, and non-member saddle fitters who can demonstrate appropriate knowledge. It is recommended that candidates have previously attended the Society of Master Saddlers' Introductory saddle fitting course before attending the Qualification training course, attendance of which is required prior to assessment. It is recommended that a candidate has a minimum of three years' experience in saddle fitting before putting themselves forward for assessment.</p> <p>This qualification is designed for candidates who</p> <ul style="list-style-type: none">• wish to formalise their saddle fitting knowledge and experience• wish for career progression within the sector• wish to develop the skills learnt from other Society courses
What does the qualification cover?	<p>The qualification covers the following areas</p> <ul style="list-style-type: none">• Saddle construction and fault identification• Conformation, movement and condition of horses for saddle fitting• Taking a template• Saddle fitting• Saddle flocking and adjustments
What opportunities for progression are there?	<p>On completion of this qualification candidates are eligible to apply for membership of The Society of Master Saddlers as a Qualified Saddle Fitter. Attainment of the qualification is also a requirement for those applying to upgrade to Master Saddle Fitter.</p>
Who did we develop the qualification with?	<p>The qualification was developed jointly with The Society of Master Saddlers</p>

Structure

To achieve the **Certificate in Saddle Fitting** learners must achieve the mandatory units (401-405) and unit (410) synoptic written exam

Unit number Unit title

401	Saddle construction and fault identification
402/403	Taking a template, conformation, movement and condition of horses for saddle fitting
404a	Saddle fitting – GP
404b	Saddle Fitting – Dressage
405	Saddle flocking and flocking adjustments
410	Saddle fitting synoptic written assessment

Candidates who have previously achieved the **Certificate in Flocking and Flocking Adjustments 4751-13 or A11G-02** will be exempt from taking unit 405 saddle panel reflocking and flocking adjustments as part of this qualification

2 Centre requirements

Approval

The Centre approved by City & Guilds to deliver this qualification is The Society of Master Saddlers (UK) Ltd

Quality assurance

Standardisation and rigorous quality assurance are maintained by the use of:

- Centre devised and centre assessed practical and written examinations assessed by The Society of Master Saddlers examiners

Quality assurance includes initial centre approval, qualification approval, the centre's own procedures for monitoring quality and City & Guilds ongoing monitoring by an External Quality Assurer (EQA).

Details of City & Guilds criteria and procedures, including roles of centre staff and External Quality Assurer (EQA) can be found in *The City & Guilds Centre Manual* and *The Quality Assurance Requirements*. Both documents can be found on the City & Guilds website www.cityandguilds.com

The External Quality Assurer (EQA) will judge that assessors and Internal Quality Assurers meet the above criteria during the qualification approval process or subsequent update.

Appeals and equal opportunities

Centres must have their own auditable, appeals procedure. If a candidate is not satisfied with the examination conditions or a candidate feels that the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however, the problem cannot be resolved, the centre may then refer to City & Guilds for advice. All appeals must be clearly documented by the Centre Manager and made available to the City & Guilds External Quality Assurer (EQA) if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the External Quality Assurance process, they should contact City & Guilds

Access to the qualification is open to all who are suitably experienced to attend the Society of Master Saddlers' course which leads to assessment for the Certificate in Saddle Fitting. The Centre Manager should ensure that no candidate is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. The regulators require City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to.

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

Centre staff may undertake more than one role, e.g. tutor and assessor or Internal Quality Assurer, but cannot internally quality assure their own assessments.

Learner entry requirements

Recommended criteria for those wishing to attend the course which leads to assessment for the Certificate in Saddle Fitting must fulfil the following criteria:

- Be experienced in saddle fitting
- Have experience of working with horses
- Have previously attended the Introductory Course in saddle fitting or submit details of formal saddle fitting courses attended and it will be considered whether these can be taken as equivalent to the Introductory Course
- Have previously attended the Society's Qualified Saddle Fitting Training Course

3 Delivering the qualification

Initial assessment and induction

Each learners will be required to undertake an evaluation of their skills and knowledge before the start of their programme to identify:

- any specific personal training or development needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification

Registration and Certification

For the award of a certificate, candidates must successfully complete the assessments for all five units (401-405) plus unit 410, the synoptic written assessment.

- Candidates will be registered by the Centre using the City & Guilds Walled Garden, under scheme no. A11G-01.
- When assessments have been successfully completed, candidate results will be submitted on Walled Garden (Results submission).
- Candidates achieving all five units and the written synoptic assessment will be issued a certificate.

4 Assessment

Time constraints

Learners must undertake a

- practical assessment for each unit
- synoptic written assessment covering all units

For this qualification, candidates must achieve mandatory units 401-405 and mandatory unit 410 written synoptic assessment in order to achieve a full certificate. Candidates who fail one or more of the assessments will be required to re-sit the failed unit.

Unit No	Title	Assessment Method	Where to obtain assessment materials
401	Saddle construction and fault identification	Practical assessment	Qualification Candidate Guidelines
402/403	Taking a template, conformation, movement and condition of horses for saddle fitting	Practical assessment	Qualification Candidate Guidelines
404a	Saddle fitting - GP	Practical assessment	Qualification Candidate Guidelines
404b	Saddle Fitting - Dressage	Practical assessment	Qualification Candidate Guidelines
405	Saddle flocking and flocking adjustments	Practical assessment	Qualification Candidate Guidelines
410	Synoptic written assessment	Synoptic written assessment covering units 401- 405	Qualification Candidate Guidelines

Written assessment specification

The way the synoptic written assessment covers the content of the qualification is laid out in the table below:

Assessment type: Examiner marked, written assessment*

Assessment conditions: Invigilated examination conditions

Duration: 1 hour

Content section	Unit/LO/AC	No of marks	% marks
Saddle design and construction, components, materials, flocking, examination for faults and viability of repair (SC&M)	401.1 (1.2, 1.3, 1.6, 1.8) 401.2 (2.4, 2.5)	4	10%
Health, safety and hygiene in relation to saddle fitting (HS&H)	402/403.1 (1.1) 402/403.2 (2.1, 2.5, 2.6) 404.3 (3.1, 3.5, 3.6)	4	10%
Professional standards and practice, documentation, processes, and customer relations for saddle fitting (PDCR)	402/403.5 (5.1, 5.2) 402/403.7 (7.3) 404.1 (1.1, 1.3, 1.14) 404.7 (7.1, 7.4, 7.5, 7.6)	4	10%
Observation, examination, measurement and templating of the horse and recording information for saddle fitting (O&E)	402/403.1 (1.3) 402/403.4 (4.1, 4.2) 402/403.8 (8.2) 404.1 (1.10)	4	10%
The horse's anatomy, conformation, condition, movement, behaviour and function in relation to saddle fitting (C&C)	402/403.6 (6.1, 6.2, 6.3, 6.4) 402/403.7 (7.1 - 7.7) 402/403.8 (8.5, 8.9) 402/403.9 (9.1, 9.2, 9.3) 404.4 (4.1) 404.8 (8.1, 8.2, 8.3)	6	15%
Suitability of the saddle for the rider and adjustments / adaptations for; fit, comfort, stability or performance of the rider (R&S)	404.1 (1.3, 1.5, 1.6, 1.7, 1.9, 1.10) 404.5 (5.1) 404.6 (6.8)	8	20%
Suitability of the saddle for the horse and adjustments / adaptations for; fit, comfort, stability or balance of the saddle (AS&B)	404.1 (1.8, 1.9, 1.10, 1.11, 1.12, 1.13, 1.14) 404.5 (5.1) 404.6 (6.8)	10	25%
Total		40	100%

*These assessments are sat under invigilated examination conditions, as defined by the JCQ:
<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

Entry for the centre set and marked assessment, mandatory unit 410 will be made through The Society of Master Saddlers (UK) Ltd

Summary of assessment methods

This qualification is internally assessed and externally quality assured. Assessment processes include

- practical assessment for each unit
- synoptic short answer written exam

together with:

- evidence of the way the learner carried out the activities, such as assessor observations.

Additional assessment methods or evidence sources

In addition to observation, assessors should identify an appropriate mix of other assessment methods from the list below, to ensure that all the indicative content is sufficiently evidenced to allow them to ensure the consistency of the learner's practice for each unit.

- **Questions** asked by assessors and answered by learners to supplement evidence generated by observations and any other evidence type used. Assessors may be able to infer some knowledge and understanding from observing learner practice. They may ask questions to confirm understanding and/or cover any outstanding areas. Questions may be asked orally or in writing but in both cases, a record of the questions, candidate responses and whether this was correct, must be kept in the relevant section of the assessment pack.

5 Units

Aim:	A good saddle fitter will be able to confidently show that they have a comprehensive knowledge of the saddle construction process, materials used during the process and to be able to accurately assess saddles for faults and the viability of any repairs. They will have a thorough knowledge of the products and ensure that horse welfare and rider safety is maintained throughout the discipline of saddle fitting.
Assessment type:	Practical and synoptic written test

Learning outcome:

The learner will:

1. Know different types of saddle, saddle trees, component parts and the manufacturing process

Assessment criteria

- 1.1 Identify different designs of saddles and their associated **riding disciplines**
- 1.2 Describe the reasons for different **designs** of saddle
- 1.3 Identify the **component parts** of a saddle
- 1.4 Identify types of **leather / materials** used in saddle making
- 1.5 Identify the **materials** used to fill different **types of panel**
- 1.6 Describe the **key stages** in the manufacturing process of a saddle
- 1.7 Identify the main types of **saddle tree**
- 1.8 Describe key points relating to the current **British Standard** for saddle trees
- 1.9 Carry out a change of the gullet bar in a saddle

Range:**1.1 Riding disciplines**

General purpose, dressage, jumping, showing

1.2 Design

Seat design, flap length, flap design, length of girth strap and position of stirrup bar, panel design

1.3 Component parts

Tree (including rails/waist, pommel, cantle), flaps, skirt, seat, panel, girth straps, seaming, rear gusset, front gusset

1.4 Type of leather/material

Flap butt, panel hide, pigskin, doe skin, suede, girth strap leathers, synthetic material, serge, felt, linen, webbing

1.5 Materials

Foam/felt, air filled, flocking

1.5 Types of panel

Full panel, standard flocked panel with solid sweat flaps, drop, continental, close contact

1.6 Key stages

Select tree, webbing up, form seat, attach backs, seam skirts to seat and attach to tree, make and fit flaps and forepiece, attach girth straps, make the panel, flock and fit the panel to the saddle

1.7 Saddle trees

Rigid tree, spring tree, synthetic tree, adjustable tree

1.8 British Standard

Quality of materials used, symmetry of tree, symmetry of bars

Learning outcome

The learner will:

2. Be able to assess the condition of and identify faults in saddles, saddle trees and panels

Assessment criteria

- 2.1 Carry out **checks** required on a new saddle
- 2.2 Identify faults in a **saddle tree** including the condition of component parts
- 2.3 Assess the overall **condition of a used saddle**
- 2.4 Identify **faults in panels**
- 2.5 Make recommendations for the **viability** of repairing the saddle

Range:

2.1 Checks

General symmetry, flocking, stirrup bars, quality of material and manufacture

2.2 Saddle tree

Faults in gullet and head plate, tree / waist of tree, rivets, stirrup bars

2.3 Condition of a used saddle

Faults in seat, skirts, backs and welting, flaps and bar hole covers, knee pads, stitching, girth straps and webs, general symmetry, flocking, stirrup bars, quality of material and manufacture

2.4 Faults in panels

Uneven flocking, under or overflocked, hard/lumpy flocking, channel too wide/narrow, stitching, insufficient bearing area, gusset asymmetry, panel asymmetry, panel not fitted into saddle symmetrically, position of flocking slots

2.5 Viability

Safety, comfort for horse and rider, condition, age, cost, design

Learning outcome

The learner will:

3. Understand the factors that affect saddle safety

Assessment criteria

- 3.1 Identify inferior **materials**
- 3.2 Identify poor quality **saddle trees**
- 3.3 Identify poor quality **construction**
- 3.4 Describe the **effects** of inferior materials, trees and construction on saddle safety and longevity

Range:

3.1 Materials

Leather with loose grain, leather of wrong substance, leather of wrong thickness, poor tannage, unsuitable panel filling/flocking, thread, webbing, composites

3.2 Saddle trees

Wood is not laminated, steel is of insufficient strength, stirrup bars loose, rivets and metal reinforcements are inferior, saddle tree is asymmetrical

3.3 Construction

Girth straps and webs are positioned incorrectly/ attached insecurely, panel has an insufficient bearing area/insecurely attached, panel not fitted into saddle symmetrically, seat/skirts are fitted asymmetrically flaps are asymmetrical and insecurely attached, seams/welts are uneven or have stitches showing

3.4 Effects

Discomfort for the horse and rider, breakage can lead to accident and injury, premature wear and poor performance

Unit 401 Saddle construction and fault identification

Supporting Information

Evidence requirements

Examples of evidence required could include:

- Observation

Unit 402/403

Taking a template, conformation, movement and condition of horses for saddle fitting

Aim:	A good saddle fitter will be able to confidently assess their client's horse and discuss the findings in a professional manner with the client. They will assess the horse's condition, conformation and movement in order to make an evaluation of a horse's suitability and soundness for having a saddle fitted. They will confidently take measurements of a horse in order to determine the type and size of saddle most appropriate for the horse. They will record all findings and measurements to assist with on-going assessment of condition, management and comparison.
Assessment:	Practical and synoptic written test

Learning outcome:

The learner will:

1. Be able to develop professional relationships with clients

Assessment criteria

- 1.1 Adopt a professional **standard of dress**
- 1.2 Establish a rapport through good **communication** with the client
- 1.3 Explain the following to the client;
 - the measurements taken
 - the way in which measurements can be used to monitor condition or shape e.g. atrophy
 - communication with manufacturers
- 1.4 Explain the following to the client
 - the process of assessing the horse's conformation, condition and movement in hand
 - the purpose of collecting the information

Range:

1.1 Standard of dress

Strong footwear, no flapping clothing, avoid unnecessary jewellery, hair tied back, avoid use of scents

1.2 Communication

Behave in a courteous manner, verbal, non-verbal communication, listening skills, clear instructions, documentation

Learning outcome

The learner will:

2. Be able to work safely around the horse and handler

Assessment criteria

- 2.1 Observe **safe & hygienic work practices** throughout
- 2.2 Establish a rapport with the horse
- 2.3 Check if the horse has any **behavioral issues**
- 2.4 Check if the horse has any symptoms of **pain or contagious diseases**
- 2.5 Describe **responses** to issues identified with the horse
- 2.6 Carry out a visual **risk assessment**
- 2.7 Maintain **health and safety standards** throughout

Range:

2.1 Safe & hygiene work practices

Safe positioning around the horse, touching the horse, positioning of equipment, transition between horses

2.3 Behavioral issues

Biting, kicking, control, guarding behaviour, saddle shyness

2.4 Pain or contagious diseases

Lesions, skin conditions, sores, respiratory conditions, areas of inflammation or pain

2.5 Responses

Discuss with client, advise that veterinary consultation is required, advise further training or change of tack, take suitable hygiene measures, cease fitting

2.6 Risk assessment

This includes the work area, client's premises, self, client, horse, equipment

2.7 Health and safety standards

PPE, correct lifting and handling methods, maintain security of work area

Learning outcome:

The learner will:

3. Be able to take measurements and create templates

Assessment criteria

- ~~3.1~~ Select appropriate **equipment** for the task
 - 3.1 Explain the **reasons** for taking templates to the client
 - 3.2 Ensure the presented horse stands square for examination
 - 3.3 Explain the importance of the horse standing square when taking measurements
 - 3.4 Take accurate **measurements** of the following
 - **Front templates**
 - **Base of the withers** template
 - T18 template
 - **Top of wither to T18 along the spine**
 - 3.5 Record all measurements on fitting form identifying each side clearly
 - ~~3.6~~ Take and record a circumference measurement on the horse
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Range:

3.1 Reasons for taking templates

Initial sizing for saddle, documenting horse's back, monitoring changes, communication with manufacturer and client, to avoid future dispute

3.4 Accurate measurements

Use correct pressure on equipment, check the off side of the horse ensuring flexi-curve remains in position

3.4 Front templates

2 ins/5cms behind scapula and 2 ins/5cms behind first template

3.4 Base of the withers

Template at the lowest point of the withers

3.6 Top of wither to T18 along the spine

Top of wither towards T18 along the spine. Identify and mark the first front template and lowest point of back

Learning outcome

The learner will:

- 4 Understand positive identification for horses

Assessment criteria

- 4.1 Identify **features** of horses
- 4.2 Describe types of **documentation** used as methods of ID

Range:

4.1 Features

Name, colour, type/breed, sex, age, height, brands, head, body and limb markings, whorls, acquired markings

4.2 Documentation

Photographs, horse passports, veterinary records, silhouettes, breed society certificates, microchip

Learning outcome

The learner will:

- 5 Understand skeletal conformation and its impact on saddle fitting

Assessment criteria

- 5.1 Identify the **skeletal points** of horses related to saddle fitting
 - 5.2 Identify **common points** of horses related to saddle fitting
 - 5.3 Identify **skeletal conformation** of horses
 - 5.4 Explain the **impact** of skeletal conformation defects on saddle fitting
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Range:

5.1 Skeletal points

Scapula, sacrum, ribs, thoracic and lumbar vertebrae, cervical, lumbar

5.2 Common points

Wither, shoulder, croup, back, topline, loins, ribs, girth groove, brisket

5.3 Skeletal conformation

Overall proportion and balance, symmetry of skeletal structure, length and shape of back, prominence and width of the dorsal spinous processes, prominence and length of withers, prominence and apparent symmetry of scapulae, position of girth groove, breadth of ribs, roach backed conformation, sway backed conformation, herring gutted conformation, uphill conformation, croup high conformation

5.4 Impact

Consideration of tree shape and design, girth groove and girthing, panel design, stability of saddle, pressure, pads

Learning outcome

The learner will:

- 6 Understand other structures and tissues associated with saddle fitting

Assessment criteria

- 6.1 Identify the other **structures** and **tissues** relevant to saddle fitting
- 6.2 Describe the function of other structures and tissues
- 6.3 Describe **muscles** and their **function** in relation to saddle fitting
- 6.4 Describe the **effect of asymmetry** in the horse in relation to saddle fitting
- 6.5 Describe **condition** and fitness in relation to saddle fitting
- 6.6 Describe the **impact** of a poor fitting saddle on muscles and other tissues
- 6.7 Describe the **effect** of changes in condition, weight and fitness of horses in relation to saddle fit

Range:

6.1 Structures and tissues

Hair, skin, sensory nerve ending, superficial blood supply, fascia, fat, muscle, ligament, cartilage, bone and joint

6.3 Muscles

Trapezius, gluteal tongue, pectoral, longissimus dorsi, latissimus dorsi

6.3 Function

Muscles cause joints to move and together with ligaments and tendons are the stabilisers of the joints

6.4 Effect of asymmetry

Saddle slip side, saddle moving, pivoting, saddle slipping forwards/backwards

6.5 Condition

Condition scoring, weight estimation, effect of rider, location change, work, fitness, management, age and season

6.5 Impact

Rubs hair off, irritates skin, compromises circulation/nerve/muscle function, muscle atrophy, compromises overall movement

6.7 Effect

Changes to saddle position and levelness, suitability of flocking or girthing, tree width, rail angles and panel design

Learning outcome

The learner will:

- 7 Be able to assess the conformation and condition of a horse

Assessment criteria

- 7.1 Ensure the presented horse **stands square** for examination
- 7.2 Explain the importance of the horse standing square for saddle fitting
- 7.3 Describe **features** of the presented horse to facilitate positive identification
- 7.4 Review the skeletal conformation of the presented horse
- 7.5 Assess the **muscular development** of the horse in relation to saddle fitting
- 7.6 Explain to the client the impact of the presented horse's skeletal conformation, condition and muscular development on saddle fitting
- 7.7 Take and record a weigh tape measurement of the horse
- 7.8 Provide an overall condition score of the presented horse
- 7.9 Discuss the horse's management and work routine with the client in relation to the condition score

Range:

7.1 Stands square

Levelness of ground, horse symmetry (all four limbs weight bearing, forelimbs paired and hindlimbs paired), effect on muscles and posture

7.3 Features

Name, colour, type/breed, sex, age, height, brands, head, body and limb markings, whorls, acquired markings

7.5 Muscular development

Topline muscle tone, wither / shoulders / profile changes, symmetry

Learning outcome

The learner will:

- 8 Understand how to assess and describe the movement of horses

Assessment criteria

- 8.1 Describe normal **movement** in horses
 - 8.2 Describe common **movement faults** in horses
 - 8.3 Explain the **impact** that movement abnormalities can have in relation to saddle fitting
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Range:

8.1 Movement

At halt, walk, trot, canter, gallop, jump, way of going

8.2 Movement faults

Dishing, brushing, stringhalt, stiffness, lateral deviations, tracking up, forging, short, uneven or asymmetric gait, head carriage

8.3 Impact

Muscular or movement asymmetry, saddle movement, rider imbalance, injuries to horse

Learning outcome

The learner will:

- 9 Be able to assess and describe the movement of the presented horse

Assessment criteria

- 9.1 Assess the presented horse's movement
- 9.2 Assess the presented horse's normality, soundness, straightness and action
- 9.3 Discuss with the client the presented horse's movement in relation to saddle fitting

Unit 402/403

**Taking a Template, conformation,
movement and condition of horses for
saddle fitting**

Supporting Information

Evidence requirements

Examples of evidence required could include:

- Observation

Unit 404 (a & b) Saddle fitting (GP & Dressage)

Aim:	A correctly fitted saddle will improve a horse's comfort and enable them to perform their work to a higher standard. It will also correctly balance the rider and allow them to enhance the effectiveness of their aids. A horse and rider with a correctly fitted saddle will perform their work without compromising their wellbeing or comfort. The saddle fitter needs to show that they can select the most appropriate saddle for a horse and rider combination and recommend any suitable adjustments to the saddle for the horse and/or rider to improve the fit if required.
Assessment:	Practical and synoptic written test

Learning outcome:

The learner will:

1. Understand the principles of saddle fitting

Assessment criteria

- 1.1 Describe **information, documentation** and **equipment** requirements for saddle fitting
- 1.2 Gather accurate **information** from the client prior to saddle fitting
- 1.3 Explain **factors** to consider when assessing a rider for saddle fitting
- 1.4 Explain the **influence of the rider** including the consequences of an unbalanced rider when saddle fitting
- 1.5 Describe **solutions** to overcome the consequences of rider influence
- 1.6 Explain the consequences of the equipment being **misused**
- 1.7 Explain the **purpose** of **pads** and **numnahs** and the **impact** of their use on saddles and the horse
- 1.8 Describe **methods** used to stabilise saddles which are prone to movement
- 1.9 Explain **methods of fitting saddles** to a horse with **unusual conformation**
- 1.10 Explain the consequences to horse and rider of fitting an **incorrect saddle**
- 1.11 Explain **adjustments** which can be made to saddles
- 1.12 Explain **causes** of and **fitting solutions** for skin lesions
- 1.13 Describe the purpose and fit of **trees**
- 1.14 Describe ways of **dealing with customers** and complaints

Range:

1.1 Information

Details of the horse/rider and their needs, history of the horse/rider and their activity levels

1.1 Documentation

Microchip, photos, passports, veterinary records & silhouettes, freeze marks, breed certificates

1.1 Equipment

Templating tools, template forms, tape measure, pen

1.2 Information

Address, horse details e.g. age, description, rider details, discipline

1.3 Factors

Height, weight, gender, riding experience, physical capacity, length of leg, hip to knee length, relevant medical history

1.4 Influence of rider

Unbalanced seat, posture, rider physique, weight distribution, leg position, insecurity in saddle, riding to one side, saddle movement, injuries, flocking in panel settling unevenly, muscle on horse's back developing asymmetrically

1.5 Solutions

Modifications to saddle, fit of seat, depth of seat, knee and thigh rolls, balance of saddle, self-centering back strap, balance strap, flock adjustment, pad and shims, rider may require treatment if physically asymmetrical

1.6 Misuse of equipment

Uneven stirrup leathers, unbalanced rider, saddle positioned incorrectly, incorrect girthing, failure to maintain saddle, incorrect use of numnahs or pads

1.7 Purpose

To lift the panel, balance the panel, reduce pressure points, support panel especially with muscle asymmetry

1.6 Pads and numnahs

Front riser, back riser, air filled (adjustable), sway back pad, standard pad, grip pad, sheepskin

1.6 Impact

Clearance, balance of saddle, affects the fit of saddle, security, pressure, rubbing, comfort

1.7 Methods to stabilise saddles

Point strap, balance strap, pads, flocking adjustment, grip pads / numnah, breast girth, ergonomic / curved girth, crupper, asymmetric girthing, shims

1.8 Methods of fitting saddles

Appropriate tree, asymmetric flocking, rear or front gussets, choice of tree head shape and rail angles, point strap, balance strap, pads, flocking adjustment, grip pads / numnah, breast girth, ergonomic / curved girth, crupper

1.8 Unusual conformation

Prominent or long wither, sway back, roach back, very short back, flat withers, prominent shoulders, croup high, atrophy, uphill conformation, forward girth groove, steeple sided horse

1.9 Incorrect saddle

Four point pressure / bridging, pressure at back of saddle, pressure at withers, pressure through centre, imbalance, rocking, excessive movement, moving to one side, stirrup bar angle, side rail angle, inappropriate length, behavioral consequences, compromised movement, soreness, resistant or evasive behaviour, muscle atrophy, rider crookedness

1.10 Adjustments to saddles

Flocking, size of rear gusset, front gusset (if required) and size, point straps, balance straps, panel design, pads/numnahs for short term/remedial use, airbags, girthing arrangements

1.11 Causes

Conformation, saddle movement, girth, dirt, poor fitting numnah, management, coat changing

1.11 Fitting solutions

Saddle position, ergonomic girth, grip numnah, girth types, girth adjustment, girth sleeve

1.12 Trees

Mirror the contour of the horse's back, angle of side rails, angle of points, width of twist, weight distribution, panel design, saddle discipline, horse conformation, forms the foundation of rest of saddle

1.13 Dealing with customers

Diplomacy, paraprofessional relationships, communication, code of conduct, record keeping

Learning outcome:

The learner will:

2. Be able to develop professional relationships with clients

Assessment criteria

- 2.1 Adopt a professional **standard of dress**
- 2.2 Establish a rapport through good **communication** with the client

Range:

2.1 Standard of dress

Strong footwear, no flapping clothing, avoid unnecessary jewellery, hair tied back, avoid use of scents

2.2 Communication

Behave in a courteous manner, verbal, non-verbal communication, listening skills, clear instructions, documentation

Learning outcome

The learner will:

3. Be able to work safely around the horse and handler

Assessment criteria

- 3.1 Observe **safe & hygienic work practices** throughout
- 3.2 Establish a rapport with the horse
- 3.3 Check if the horse has any **behavioral issues**
- 3.4 Check if the horse has any symptoms of **pain or contagious diseases**
- 3.5 Describe **responses** to issues identified with the horse
- 3.6 Carry out a visual **risk assessment**
- 3.7 Maintain **health and safety standards** throughout

Range:

3.1 Safe & hygiene work practices

Safe positioning around the horse, touching the horse, positioning of equipment, transition between horses

3.1 Behavioral issues

Biting, kicking, control, guarding behaviour, saddle shyness

3.2 Pain or contagious diseases

Lesions, skin conditions, sores, respiratory conditions, areas of inflammation or pain

3.3 Responses

Discuss with client, advise that veterinary consultation is required, advise further training or change of tack, take suitable hygiene measures, cease fitting

3.4 Risk assessment

This includes the work area, client's premises, self, client, horse, equipment

3.5 Health and safety standards

PPE, correct lifting and handling methods, maintain security of work area

Learning outcome

The learner will:

4. Be able to assess horses for saddle fitting

Assessment criteria

- 4.1 Carry out an **assessment** of a horse whilst stationary
- 4.2 Carry out an **assessment** of a horse whilst in motion at walk and trot
- 4.3 Describe the effect of **physical asymmetry** or **movement asymmetry** in the horse in relation to saddle fitting and adjustment
- 4.4 Evaluate the information obtained from the assessment and consult with the client including **implications for saddle fitting**

Range:

4.1 Stationary assessment

Conformation and condition, back assessment, abnormalities

4.2 Motion assessment

Quality of movement, movement abnormalities, asymmetries, soundness for saddle fitting

4.3 Physical or movement asymmetry

Saddle slip side, saddle moving, pivoting, saddle slipping forwards/backwards

4.4 Implications for saddle fitting

Saddle may not sit level due to asymmetry, saddle movement due to unevenness of strides, thought given to gusset size due to high/flat withers

Learning outcome

The learner will:

5. Be able to statically assess saddles following the 9-point procedure to produce a shortlist

Assessment criteria

- 5.1 Describe the **9-point procedure** used to statically assess saddles to produce a shortlist
 - 5.2 Carry out the **9-point procedure** on at least one saddle, including checking both sides of the horse
 - 5.3 Carry out the **9-point procedure** on all saddles being placed on the shortlist, including checking both sides of the horse
 - 5.4 Select suitable saddles for the shortlist
 - 5.5 Explain to the client the **justifying reasons** for saddle selection/**rejection** of the saddles not placed on the shortlist in relation to the 9-point procedure
-

Range:

5.1/5.2/5.3 9-Point Procedure

- a) horse conformation and skeletal structure
- b) rider physique and requirements
- c) fit of tree / width and shape
- d) saddle length
- e) saddle design
- f) panel pressure
- g) balance and stability of saddle
- h) clearance of spine and withers
- i) position of girth straps in relation to conformation

5.4 Justifying reasons for rejection

Too wide/narrow, incorrect length, incorrect shape of tree, pressure points, lack of spine/wither clearance, saddle/panel not balanced, unsuited for rider

Learning outcome

The learner will:

- 6 Be able to assess dynamic fit of saddles for horse and rider

Assessment criteria

- 6.1 Attach stirrup leathers to selected saddle, **position** saddle and girth up safely
- 6.2 Check saddle for continued suitability
- 6.3 Assist rider to mount using a mounting block
- 6.4 Assess the saddle fit for horse and rider whilst static (stood square) in relation to
 - spine and wither clearance
 - correct seat size/width for client
 - flap size
- 6.5 Assess the saddle fit for horse and rider dynamically, giving clear directions to the rider
- 6.6 Identify any issues with the saddle fit for the horse or rider's comfort in relation to
 - a) excessive lifting at the back of the saddle
 - b) excessive lateral movement
 - c) slipping forwards or backwards
 - d) balance
 - e) saddle's effect on rider's **position and performance**
 - f) effect on horse's normal **way of going**
- 6.7 Discuss the suitability of the saddle with the client based on the ridden assessment
- 6.8 Identify potential adjustments which may be required to improve saddle fit:
 - flocking
 - size of rear gusset
 - front gusset (if required) and size
 - point straps
 - balance straps
 - panel design
 - pads/numnahs for short term/remedial use
 - airbags
 - girthing arrangements
 - seat size/width/depth
 - width of twist
 - flap length/width/angle
 - knee/thigh block size/shape/positioning

- 6.9 Select suitable saddle (**saddle chosen to sell to client**) in relation to the **9 Point Procedure**
- horse conformation and skeletal structure
 - rider physique and requirements
 - fit of tree / width and shape
 - saddle length
 - saddle design
 - panel pressure
 - balance and stability of saddle
 - clearance of spine and withers
 - position of girth straps in relation to conformation

Range:

6.1 Position

Shoulder position, horse's bearing area

6.6 Rider's position and performance

Perched, tilting/leaning forwards/backwards, sitting off to one side, leg position, effectiveness of aids, discuss rider comfort, observe rider performance in relation to the saddle

6.6 Horse's way of going

On the forehand, hollow outline, head raised, back dropped, hindquarters not engaged, not tracking up, crooked, change in fluidity of movement or relaxation, physical signs of comfort or discomfort, shortened strides, altered gait

6.9 Saddle chosen to sell to client

The saddle that has been chosen to sell to client along with any suggested alterations/adjustments

Learning outcome

The learner will:

- Be able to close a sale with client and maintain records

Assessment criteria

- Confirm the following information with the client
 - Retail price
 - Make and model of chosen saddle
 - Size – length and width
 - Any adjustments required from standard model
 - Colour
 - Leather types
- Confirm instructions for use of saddle and any **accessories**
- Confirm **follow up arrangements**
- Explain **regulatory documentation**
- Identify documentation needed for **own records**
- Explain the **importance** of record keeping

Range:

7.2 Accessories

Girthing, pads/shims, crupper, breastplate /breastgirth

7.3 Follow up arrangements

Confirm timescale for first reassessment of saddle fitting, discuss recommended timescale for ongoing assessments

7.4 Regulatory documentation

Off premises sales, GDPR, current legislation

7.5 Own records

Templates, fitting record and notes, horse and customer information

7.6 Importance

As an aide-memoire, to confirm that advice has been followed, evidence of procedure, to prove it is the horse the saddle was fitted to

Unit 404 (a &b) Saddle fitting (GP & Dressage)

Supporting Information

Evidence requirements

Examples of evidence required

- Observation

Aim:	This unit concerns the knowledge and practical skills related to saddle flocking and flocking adjustments. Candidates must be able to remove a panel, check the saddle for safety, reflock and reassemble the saddle. They must show that they understand and are able to use the tools and materials required for the processes, whilst working safely throughout.
Assessment:	Practical and synoptic written test

Learning outcome:

The learner will:

1. Understand the principles of saddle design, saddle construction, flocking and adjustments

Assessment criteria

- 1.1 Identify **tools and equipment** used in saddle flocking
- 1.2 Name the different **materials** that are used to manufacture **saddle panels**
- 1.3 Describe the **reasons** for selection of **materials**
- 1.4 Explain the **component parts** of different **types of saddles**
- 1.5 Describe saddle and panel **design features** of finished products

Range:**1.1 Tools and equipment**

Flocking iron, de-flocking iron, masher, straight and curved stitching awls, seat awl, pliers, hand knife, needles

1.2 Materials

Flock types, leathers, serge, synthetics, foam, felt, webbings, thread types

1.2 Saddle panels

Full panel, standard flocked panel with solid sweat flaps, drop, continental, close contact

1.3 Reasons

Compatibility with existing material, strength, durability, appearance, ability to mould to the required shape

1.3 Materials

Flock types, leathers, serge, synthetics, foam, felt, webbings, thread types

1.4 Component parts

Tree, flaps (including knee pads), skirt, seat, fore piece, panel (including knee blocks, sweat flaps and gussets), girth straps

1.4 Types of saddles

General purpose, dressage, jumping, event, polo, endurance, showing, cross country

1.5 Design features

Skirts, seat design, flap length and design, knee pads, fore piece, panel design, knee blocks, point pockets, sweat flaps, gussets, length of girth straps, balance and point straps, position of stirrup bar

Learning outcome

The learner will:

2. Be able to work safely when flocking

Assessment criteria

- 2.1 Maintain safe positioning in regard to others
- 2.2 Maintain a clean and tidy working surface
- 2.3 Provide a suitable surface on the work bench to protect the saddle
- 2.4 Use equipment and materials in accordance with manufacturers' instructions and any organisational training
- 2.5 Maintain **health and safety standards** throughout
- 2.6 Maintain tools in good condition
- 2.7 Store tools safely

Range:

2.5 Health and safety standards

PPE, correct lifting and handling methods, maintain security of work area

Learning outcome

The learner will:

3. Be able to carry out a full reflock of a saddle, replace a girth strap and carry out a safety check

Assessment criteria

- 3.1 Ensure the saddle used for flocking conforms to the **required specification**
 - 3.2 Assess the overall **condition** of the saddle
 - 3.3 Carry out safety checks to identify **faults**, record the condition of the following component parts to ensure that the saddle is fit for purpose prior to flocking
 - a) Skirts and seat
 - b) Flaps
 - c) Girth straps
 - d) Saddle tree including gullet and head plate, tree / waist of tree, rivets, stirrup bars
 - e) Tree symmetry – Identify issues that may require further investigation by a Qualified or Master Saddler
 - f) Flexible points
 - g) Panel
 - 3.4 Carry out a full **reflock** of the saddle including
 - a) **Laced in panel**
 - b) Flocking
 - c) Stitching
 - d) Replace a girth strap
 - e) Finishing
 - 3.5 Carry out a **quality check** of the finished product
-

Range:

3.1 Required specification (see supporting information for full specification)

Saddle should be a used saddle and at least 17"/43cms with the panel and all flocking removed

3.2 Condition of saddle

Check for faults in seat, skirts, backs and welting, flaps and bar hole covers, knee pads, stitching, girth straps and webs

3.3 Faults

Asymmetry, worn stitching, worn/damaged leather, damaged components, broken trees, damaged rivets and flexible points

3.4 Reflock

Flocking is smooth, even, symmetrical and supportive, not over or under flocked

3.4 Laced in panel

The panel is stitched securely and symmetrically into the saddle with first and last stitches secure

3.5 Quality check

Correct type and quality of materials and thread have been used, saddle conforms to specification, saddle is safe, finished saddle is fit for purpose and comfortable for the horse i.e. no lumps or hollows in the flocking and the correct amount of flocking

Learning outcome

The learner will:

4. Be able to make flocking adjustments to a saddle

Assessment criteria

- 4.1 Describe **occasions** when it would not be appropriate to add flocking to a panel
- 4.2 Describe **techniques** to balance a saddle
- 4.3 Discuss the purpose, **location and use** of flocking slots
- 4.4 Describe flocking / panel **solutions** to accommodate a horse's **conformation** or movement
- 4.5 Ensure that the saddle used for flocking adjustments conforms to the **required specification**
- 4.6 Assess the overall **condition** of the saddle
- 4.7 Carry out safety checks to identify **faults** on the following component parts to ensure that the saddle is fit for purpose prior to flocking
 - a) Skirts and seat
 - b) Flaps
 - c) Girth straps
 - d) Saddle tree including gullet and head plate, tree / waist of tree, rivets, stirrup bars
 - e) Flexible points
 - f) Panel
- 4.8 Carry out **flocking adjustments** of the saddle ensuring the original flocking is not disturbed including
 - a) **Panel**
 - b) Flocking
 - c) Stitching
 - d) Finishing
- 4.9 Carry out a **quality check** of the finished product

Range:

4.1 Occasions

If the saddle has airbags, is too lumpy, over flocked, flocking is hard, panel not symmetrical, if saddle is damaged or in poor condition, broken tree

4.2 Techniques

Point straps, balance straps, shims, flocking

4.3 Location and use

During manufacture for original flocking, to add/remove flock, location may not be accessible, hazards of adding new slots, size and position, distortion of panel, hollows in the flocking

4.4 Solutions

Size of front and rear gussets, conversion to drop panel, addition or removal of flock providing panel size allows addition of wedge to tree, widening gullet, quilt stitching behind knee roll, soft flocking

4.4 Conformation

Broad dorsal spinous processes, atrophy, high wither, uphill conformation, roach back, sway back

4.5 Required specification (see supporting information for full specification)

Saddle should be a used saddle and at least 17" with a flocked panel which is suitable for carrying out flocking adjustments

4.6 Condition of saddle

Check for faults in seat, skirts, backs and welting, flaps and bar hole covers, knee pads, stitching, girth straps and webs

4.7 Faults

Asymmetry, worn stitching, worn/damaged leather, damaged components

4.8 Flocking adjustments

Flocking is smooth, even, symmetrical and supportive, not over flocked, flocking is graduated

4.8 Panel

The panel is stitched securely and symmetrically into the saddle.

4.9 Quality check

Correct type and quality of materials and thread have been used, saddle conforms to specification, saddle is safe, finished saddle is fit for purpose and comfortable for the horse i.e. no lumps or hollows in the flocking and the correct amount of flocking

Unit 405 Saddle flocking and flocking adjustments

Supporting Information

Evidence requirements

Examples of evidence required

- Observation

Resources

Candidates are required to provide all tools and materials required for the assessment. Please contact the assessment centre for further guidance

Saddle Specifications

For learning outcome 3, the reflocking assessment, the candidate is required to provide a used saddle that is at least 17"/43cms with the panel and all of the flocking removed. The saddle should not be new but should be in good condition and suitable for use. It should preferably not have any felt or synthetic lining between the flocking and leather, this is to ensure that the assessor can feel the smoothness of the flocking.

For learning outcome 4, the flocking adjustment assessment, the candidate is required to provide a saddle that is at least 17"/43cms. The saddle should not be new but should be in good condition and suitable for adjustment. The assessor will give specific instructions to the candidate regarding the adjustments required e.g. candidates may be required to add a little behind the point or through the entire panel

Tree - It must be a saddle with a full tree i.e. not treeless or half tree

Seat - Pigskin or hide seat

Skirts - Solid or covered skirts

Flaps - Solid or covered flaps (preferably with knee insets)

Panel must:

- be all leather, wool flocked, preferably no linings in the panel
- be stitched in at front and back (for learning outcome 3 only)
- have knee rolls
- have sweat flaps

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

City & Guilds Centre Manual contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of learners
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance

Our Quality Assurance Requirements explain the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates online
- **Events:** dates and information on the latest Centre events.

Useful contacts

UK learners

General qualification information

E: learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

E: business@cityandguilds.com

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