

**Animal Care and Welfare  
Assistant Apprenticeship  
Standard,**

**Level 2:**

**End-point Assessment Plan**

**July 2018**

## Introduction & Overview

Animal Care and Welfare Assistants look after the routine day to day husbandry and care of domestic and/or wild animals under guidance in a variety of different settings. The work is carried out individually or as part of a team in places such as kennels and catteries, laboratories, animal welfare centres, farm parks, rehabilitation centres, retail outlets and in the transportation of animals. Animal Care and Welfare Assistants must have a strong work ethic and be prepared to work irregular hours in all weather conditions. They must maintain safe working practices and taking responsibility for themselves, animals and others.

Typical job roles include: kennel/cattery assistant; animal technician, animal welfare assistant; animal day care assistant; animal collection officer; wildlife rehabilitation assistant; pet retail assistant, animal handler, veterinary care assistant, farm park assistant.

This document sets out the requirements for end-point assessment (EPA) for the Animal Care and Welfare Assistant apprenticeship standard. It will be of interest to Animal Care and Welfare Assistant apprentices and their employers, training providers and end-point assessment organisations.

Full time apprentices will typically spend 12 to 18 months on-programme (minimum of 12 months) working towards the apprenticeship standard, with a minimum of 20% off-the-job training.

Apprentices must complete their portfolio prior to taking their EPA.

Animal Care and Welfare Assistant Apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the tests for level 2 prior to taking their EPA.

The EPA should only start once the employer is satisfied that requirements for EPA have been met and can be evidenced to an end-point assessment organisation and that the apprentice is consistently working at or above the level set out in the standard.

The EPA must be completed over a total assessment time of 3 hours (+/- 10%), over the course of one day, within 6 months of the EPA gateway.

EPA must be conducted by an organisation approved to offer services against this standard, as selected by the employer, from the Education & Skills Funding Agency's Register of End Point Assessment Organisations (EPAO).

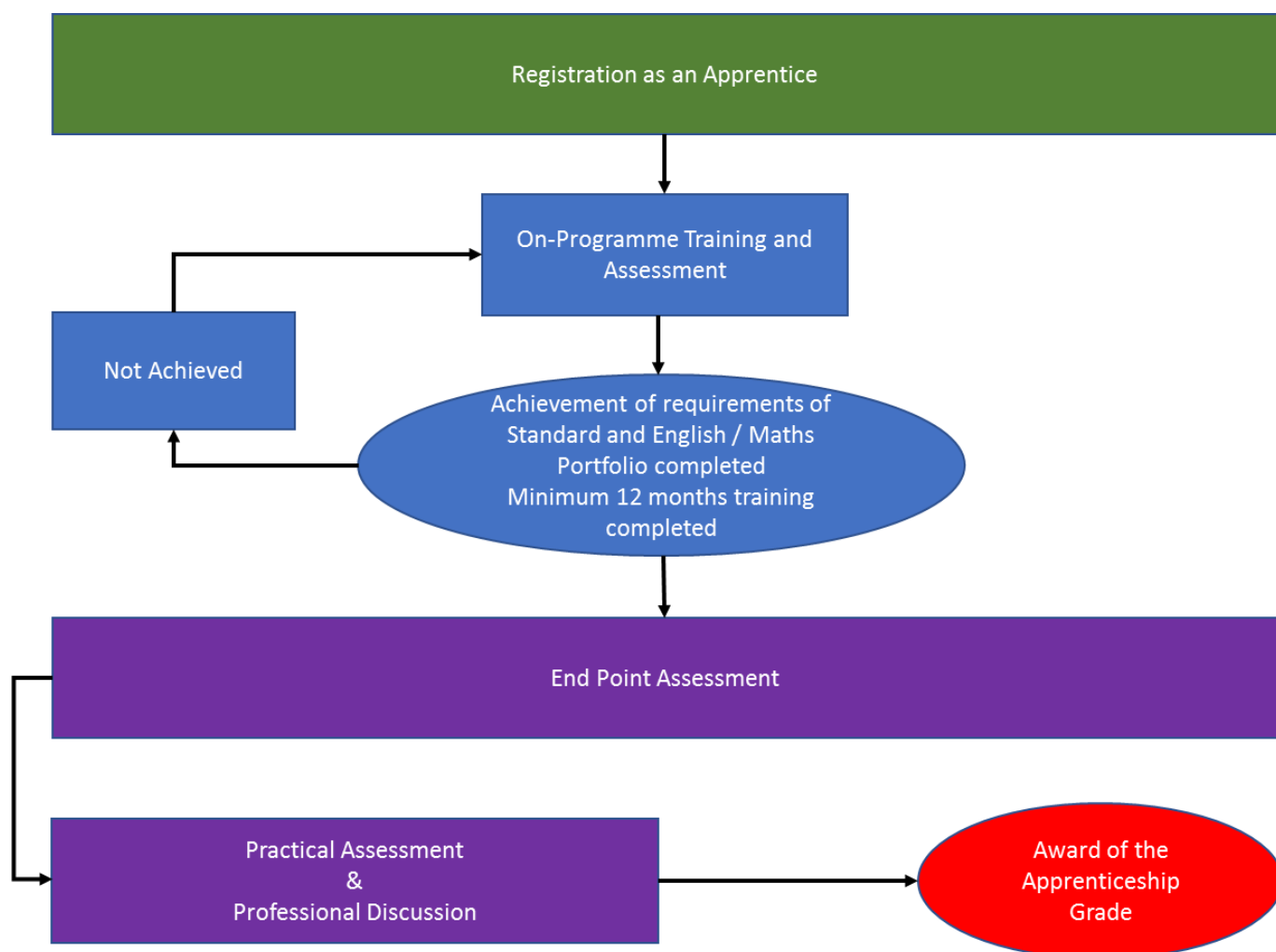
The EPA consists of two distinct methods:

- Practical Assessment (weighting 50%); an observation of the apprentice completing one practical assessment consisting of two tasks of practical skill in which the Apprentices will demonstrate their Skills, Behaviours and underlying Knowledge, as required by the Standard

- Professional Discussion (weighting 50%); this will take the form of a professional discussion and Portfolio review that will cover all areas of underpinning and applied Knowledge, Skills and Behaviours. The portfolio will not be assessed or graded.

Performance in the EPA will determine the apprenticeship grade of fail, pass or distinction.

**Diagram 1. Summary of End-point Assessment**



## End-point Assessment Gateway

The EPA should only start once the employer is satisfied that requirements for EPA have been met and can be evidenced to an end-point assessment organisation and that the apprentice is consistently working at or above the level set out in the standard. Employers may wish to take advice from a training provider.

Apprentices must complete their portfolio prior to taking their end-point assessment.

Animal Care and Welfare Assistant Apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the tests for level 2 prior to taking their end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3. British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.

Apprentices must have undertaken a minimum of 12 months of training before taking the end-point assessment.

## End-point Assessment Methods, Timescales & Location

End-point assessment must be undertaken by an independent assessment organisation that is on the Education Skills Funding Agency Register of End Point Assessment Organisations (EPAO). EPAO's must appoint appropriately qualified and experienced assessors. Assessors must be independent i.e. have no connection with the apprentice, their training provider or employer.

The end-point assessment must be completed over a maximum period of 6-months to accommodate work scheduling and cost-effective planning of resources. The assessment will span one day, and be at the apprentices' work location. The assessments can be completed in any order.

Successful achievement of the end-point assessment will lead to final certification of the apprenticeship and demonstrate that the apprentice is a fully competent Animal Care and Welfare Assistant.

The end-point assessment consists of two distinct assessment

- Practical Assessment (weighting 50%); an observation of the apprentice completing a practical assessment consisting of two tasks of practical skills in which the Apprentices will demonstrate their Skills, Behaviours and underlying Knowledge, as required by the Standard

- Professional Discussion (weighting 50%); this will take the form of a professional discussion and Portfolio review that will cover all areas of underpinning and applied Knowledge, Skills and Behaviours

See Appendix 1 for details of which assessment method will be used to assess each element of the standard. Further details on each assessment method are provided below.

### Practical Assessment

The Practical Assessment will provide the opportunity for the apprentice to demonstrate core Knowledge, Skills and Behaviours as detailed in Appendix 1 in a realistic work situation. This will offer the opportunity to bring together and apply their learning. Apprentices will be assessed to confirm that they can apply their Knowledge, Skills and Behaviours to safely perform operational activities.

Apprentices will complete a practical assessment in their workplace consisting of two tasks. Apprentices will be expected to demonstrate the Knowledge, Skills and Behaviours they have learnt through completion of the apprenticeship process through;

- Cleaning, preparing and maintaining animal accommodation/enclosures/environment and equipment
- Selecting food and water – specific to species, in the context of the work environment – preparing it and providing it in preparation for the animal(s) for example food may need to be chopped, blended, sterilised etc before being presented to the animals in either bowls, scattered on the floor, in dishes, hoppers etc.

In most circumstances, an animal(s) will not be present during the Practical Assessment however in situations where the animal(s) is present, the interaction with the animal will not form part of the assessment. For certain options such as Animal Interaction and Handling, Working Dog Handling and Wildlife Rehabilitation it is likely that an animal will be present.

Animal Interactions	Animal could be present
Rehoming	No animal present
Movement and Transport	No animal present
Operations/Reception	No animal present
Breeding	No animals present
Working Dog Handler	Animal could be present
Wildlife Rehabilitation	Animal could be present
Veterinary Care	No animal present

Apprentices must be provided with both written and verbal instructions from the EPAO on the tasks they must complete, including timescales. The Apprentice will have 5 minutes at the start of the Practical Assessment to read the written instructions and hear the verbal instructions

prior to starting. The Apprentice must not have access to the written instructions once the Practical Assessment has started.

The duration of the Practical Assessment will be total assessment time of 2 hours, +/- 10%, inclusive of the 30 minutes for questions following the practical assessment. The 30 minutes question time is the total question time and not per task. The independent assessor must observe on a 1:1 basis to ensure quality and rigour.

Video evidence of the practical observation made on site with the assessor present can be used, if it is not possible to observe the apprentice in the area where the practical would normally occur. An example of where video evidence would be necessary would be if there were potential animal health reasons and biosecurity where there could be a risk on introducing infection to an area. This would also be used if the area is of a high containment for example dealing with infectious diseases. There may also be a reason of security where access is limited due to area being within the MOD or other restricted area. During the tasks the candidate will be observed in in some cases with very little dialogue. Therefore, we need to be able to question that they understand why they are carrying out the work in such a way. Assessors will ask follow up questions over a period of 30 minutes following the completion of the tasks to gain greater clarity of the apprentice's Knowledge, Skills and Behaviours around the tasks.

Assessment organisations will provide a standard template upon which to record the assessment outcome. EPAOs must develop 'practical specification banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.'

The Practical Assessment will be managed and marked by an independent assessor appointed by the EPAO, this should be the same independent assessor who conducts the Professional Discussion – see below. The independent assessor must be occupationally competent in the option area they are assessing, have a minimum of 3 years working experience in the Animal Care and Welfare sector and have a level 3 qualification in Animal Care or Animal Science and Technology or an equivalent higher qualification in animal care or science.

Criteria for marking and grading the practical assessment are shown in Table 1.

### **Professional Discussion**

An independent assessor will conduct a Professional Discussion. This will be a structured Professional Discussion between the Apprentice and the independent assessor. Any independent assessor appointed by the EPAO must be occupationally competent.

The Professional Discussion will be a maximum length of 60 minutes (+/- 10%) and will be used to assess the Animal Care and Welfare Assistant on:

- Knowledge, Skills and Behaviours, mapped in Appendix 1, using the apprentice's portfolio of evidence as a basis for the discussion.

The Professional Discussion will be a structured discussion between the apprentice and independent assessor. It will also cover the apprentices' achievements, the standard of their work and their approach. The Professional Discussion will provide the opportunity for the apprentice to synoptically demonstrate core and specific Knowledge, Skills and Behaviours. This will enable the assessment to cover a broad range of Knowledge and understanding, Skills and Behaviours.

During the Professional Discussion, the Animal Care and Welfare Assistant apprentice's Knowledge, Skills and Behaviours mapped in Appendix 1 will be orally examined. The Portfolio of Evidence will be used to inform questioning during the Professional Discussion but will not be assessed or graded. In the Portfolio, the apprentice will collect a range of evidence demonstrating working with animals, for example written work, small projects, progress review information, earlier workplace observations, videos, photographs and employer/client comments. To support the synoptic assessment, evidence can be referenced against more than one Knowledge, Skill or Behavioural requirement. The portfolio should contain a minimum of 20 pieces of evidence and a maximum of 30. This evidence will demonstrate how the apprentice meets the Knowledge, Skills and Behaviours identified in Appendix 1. It is used as a vehicle for the apprentice to bring to life their Knowledge, Skills and Behaviour as required during questioning by the Independent Assessor.

The portfolio must be reviewed by the independent assessor; therefore, it must be submitted one month before the agreed date of the Practical Assessment and Professional Discussion. Guidance for the format and contents of the portfolio will be available as part of the assessment tools provided by the EPAO.

The Professional Discussion will also test the currency, validity and coverage of the evidence presented in the portfolio in relation to the Knowledge, Skills and Behaviours shown in Appendix 1. The independent assessor will use standardised questions from an agreed set of questions, EPAOs must develop 'test banks' of sufficient size to prevent predictability and review them regularly to ensure they, and the questions they contain, are fit for purpose.

There will be 10 competency-based questions asked during the Professional Discussion to cover:

- 2 Behaviour-related questions
- 2 core Knowledge- related questions
- 2 core Skills-related question
- 2 option Knowledge related questions
- 2 option Skills related questions

An example of a competency-based question:

Describe a situation in which you have met the 5 animal needs for an animal you have worked with.

Follow up questions may be used to probe further into the detail to satisfy the independent assessor of the apprentices' depth of Knowledge and Skills. The Professional Discussion will be conducted under controlled conditions. The apprentice responses will be documented by the independent assessor and this document will be added to the portfolio of evidence.

The duration of the Professional Discussion will typically be no longer than 60 minutes +/- 10% to complete. A structured brief will be provided by the EPAO in the Assessment Tools, to be used by the independent assessor in the Professional Discussion. This will ensure that a consistent approach is taken and that all key areas are appropriately explored. The Professional Discussion will normally be carried out face-to-face. In any instances when this is not possible, the Professional Discussion could be carried out remotely using video conference or Skype, depending on the technology available. For example this would be necessary if due to animal health reasons and biosecurity where there could be a risk on introducing infection to an area. This would also be used if the area is of a high containment for example dealing with infectious diseases. There may also be a reason of security where access is limited due to area being within the MOD or other restricted area. If this method is used, the online platform must include a video link so that apprentice can see the assessor and assessor can see the apprentice. The identity of the apprentice must be checked and confirmed by the EPAO prior to commencement. The location or the platform must be sourced by the EPAO. The location of the Professional Discussion will be agreed between the apprentice, employer and the assessment organisation. The apprentices' preparedness for the professional discussion would be agreed in consultation with the EPAO, employer and training provider.

Criteria for marking and grading the Professional Discussion are shown in Table 1.



## Apprenticeship Grading

This apprenticeship includes fail, pass and distinction grades. To achieve a pass grade apprentices will competently perform their role demonstrating application of the Knowledge, Skills and Behaviours against the whole standard. To achieve a pass grade all pass criteria must be achieved in both assessment methods. To achieve a distinction grade all pass criteria and all distinction criteria must be achieved in both assessment methods. A final grade will be awarded in-line with the criteria below:

Grading Criteria Table

Practical Assessment Criteria Achieved	Professional Discussion Criteria achieved	Overall grading
Pass	Pass	Pass
Pass & Distinction	Pass	Pass
Pass	Pass & Distinction	Pass
Pass & Distinction	Pass & Distinction	Distinction

Table 1

EPA element	To be graded as a distinction	To be graded as a pass	To be graded as a fail
<p><b>Practical Assessment:</b></p> <p><b>Task 1</b> (Accommodation preparation)</p>	<p>Complete all the practical assessment activities detailed in the pass criteria column</p> <ul style="list-style-type: none"> <li>Identify any health &amp; safety deficiencies and provide solutions</li> <li>Pre-empt risks prior to task commencement and put actions in place to prevent them occurring</li> <li>Dynamically assess risks, identify any deficiencies and provide solutions</li> </ul>	<p>Achieve all Knowledge, Skills and Behavioural requirements in Appendix 1 expanded below:</p> <p><b>Legislation and Health and safety:</b></p> <ul style="list-style-type: none"> <li>Complies with: Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals, ensuring safety of animals, themselves and others at all times</li> </ul> <p><b>Accommodation and Environment</b></p>	<p><b>Legislation and Health and safety:</b></p> <ul style="list-style-type: none"> <li>Does not comply with: Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals, ensuring safety of animals, themselves and others at all times</li> </ul> <p><b>Accommodation and Environment</b></p>

	<ul style="list-style-type: none"> <li>• Identify areas for accommodation/environment potential improvement and recommend solutions based on sound rational</li> <li>• Provides suggestions for enrichment/exercise alternatives giving reasons why</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures accommodation and environment requirements are suitable and safe for animals</li> <li>• Identify and reports potential breaches of security as appropriate</li> </ul> <p><b>Enrichment and Exercise</b></p> <ul style="list-style-type: none"> <li>• Provides correct enrichment/exercise opportunities required, appropriate to the individual animal</li> </ul> <p><b>Hygiene</b></p> <ul style="list-style-type: none"> <li>• Clean and maintain animal accommodation/enclosures/environment and equipment</li> <li>• Identifies the correct cleaning materials and equipment for the task</li> <li>• Maintain hygiene, bio security procedures and infection controls when working with animals</li> <li>• Dispose of waste in a safe and appropriate manner in line with legislative and workplace requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Does not ensure accommodation and environment requirements are suitable and safe for animals</li> <li>• Does not identify and reports potential breaches of security as appropriate</li> </ul> <p><b>Enrichment and Exercise</b></p> <ul style="list-style-type: none"> <li>• Does not provide correct enrichment/exercise opportunities required, appropriate to the individual animal</li> </ul> <p><b>Hygiene</b></p> <ul style="list-style-type: none"> <li>• Does not clean and maintain animal accommodation/enclosures/environment and equipment</li> <li>• Does not identify the correct cleaning materials and equipment for the task</li> <li>• Does not maintain hygiene, bio security procedures and infection controls when working with animals</li> <li>• Does not dispose of waste in a safe and appropriate manner in line with legislative and workplace requirements</li> </ul>
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<p><b>Task 2</b> (Feeding Preparation)</p>	<ul style="list-style-type: none"> <li>• Demonstrate health &amp; safety performance as defined in the pass criteria column, identify any health &amp; safety deficiencies and provide solutions</li> <li>• Pre-empt risks prior to task commencement and put actions in place to prevent them occurring</li> <li>• Dynamically assess risks, identify any deficiencies and provide solutions</li> </ul>	<p><b>Feeding</b></p> <ul style="list-style-type: none"> <li>• Monitor feeding records and prepare and provide in preparation food and water to animals</li> </ul> <p><b>Storage</b></p> <ul style="list-style-type: none"> <li>• Store and care for foodstuffs appropriately</li> </ul> <p><b>Record Keeping</b></p> <ul style="list-style-type: none"> <li>• Maintain, update and reference correct records in accordance with current legislation</li> </ul>	<p><b>Feeding</b></p> <ul style="list-style-type: none"> <li>• Does not monitor feeding records and does not prepare and provide in preparation food and water to animals</li> </ul> <p><b>Storage</b></p> <ul style="list-style-type: none"> <li>• Does not store and care for foodstuffs appropriately</li> </ul> <p><b>Record Keeping</b></p> <ul style="list-style-type: none"> <li>• Does not maintain, update and reference correct records in accordance with current legislation</li> </ul>
<p><b>Professional Discussion</b></p>	<p>Complete the professional discussion activities detailed in the pass criteria column</p> <ul style="list-style-type: none"> <li>• Demonstrates a full depth of understanding of different concepts/approaches associated with their role e.g. the organisations approach to meeting the 5 animal needs</li> <li>• Reflects on lessons learnt and feedback received and describes what they would do differently next time</li> </ul>	<p>Achieve all Knowledge, Skills and Behavioural requirements in Appendix 1 expanded below:</p> <ul style="list-style-type: none"> <li>• Communicates effectively with minimal prompting</li> <li>• Explain, with supporting evidence, the range of required skills, knowledge and behaviour to undertake their role competently in the wider working environment. Describing the impact of their actions on themselves, others, animal welfare and health and safety</li> </ul>	<ul style="list-style-type: none"> <li>• Does not communicate effectively requiring extensive prompting</li> <li>• Does not explain the range of required skills, knowledge and behaviour to undertake their role competently in the wider working environment. Describing the impact of their actions on themselves, others, animal welfare and health and safety</li> </ul>

	<ul style="list-style-type: none"> <li>• Provides examples of proactively ensuring that customer needs (internal and/or external) are consistently met</li> <li>• Justify the rationale for adopting relevant practices, processes and principles relative to their role, using industry terminology correctly, demonstrating technical knowledge</li> <li>• Describes adverse effects on animal behaviour of not meeting the 5 animal needs. Examples include effect on the animal of lack of water or an environment that is too hot or cold.</li> </ul>	<ul style="list-style-type: none"> <li>• Describes how to deliver customer experience (internal and/or external), where applicable, in line with workplace policies and procedures</li> </ul> <p><b>Legislation and Health and safety</b></p> <ul style="list-style-type: none"> <li>• Describe how they comply with relevant EU and UK animal related legislation, organisational health and safety, animal health and welfare and environmental processes and policies as well as regulatory requirements.</li> </ul> <p><b>Species/breeds</b></p> <ul style="list-style-type: none"> <li>• Identifies common characteristics and life stage needs of species/breeds specific to their role</li> <li>• Recognises signs that indicate potential problems with animals' health and welfare, the impact and the actions that should be taken</li> <li>• Identify and describe animals using appropriate methods to the species involved</li> </ul>	<ul style="list-style-type: none"> <li>• Does not describe how to deliver customer experience (internal and external), where applicable, in line with workplace policies and procedures</li> </ul> <p><b>Legislation and Health and safety</b></p> <ul style="list-style-type: none"> <li>• Does not describe how they comply with relevant EU and UK animal related legislation, organisational health and safety, animal health and welfare and environmental processes and policies as well as regulatory requirements.</li> </ul> <p><b>Species/breeds</b></p> <ul style="list-style-type: none"> <li>• Does not identify species/breeds specific to their role and common characteristics and life stage needs</li> <li>• Does not recognise signs that indicate potential problems with animals' health and welfare, the impact and the actions that should be taken</li> <li>• Does not identify and describe animals using appropriate methods to the species involved</li> </ul>
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		<p>(e.g. scanning for microchips)</p> <p><b>Handling</b></p> <ul style="list-style-type: none"> <li>Describe how to safely approach / handle / restrain / move / recapture animals as part of routine husbandry appropriate for the species and individual</li> </ul> <p><b>Skin and coat care</b></p> <ul style="list-style-type: none"> <li>Describe how they have provided appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance</li> </ul> <p><b>Medication</b></p> <ul style="list-style-type: none"> <li>Describes how they store, use and administer medication in line with legislative and veterinary instructions as appropriate</li> </ul> <p><b>First Aid</b></p> <ul style="list-style-type: none"> <li>Describes how to respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate</li> </ul> <p><b>Anatomy and physiology</b></p> <ul style="list-style-type: none"> <li>Displays knowledge of basic anatomy and</li> </ul>	<p>(e.g. scanning for microchips)</p> <p><b>Handling</b></p> <ul style="list-style-type: none"> <li>Does not know how to safely approach / handle / restrain / move / recapture animals as part of routine husbandry appropriate for the species and individual</li> </ul> <p><b>Skin and coat care</b></p> <ul style="list-style-type: none"> <li>Does not describe how they have provided appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance</li> </ul> <p><b>Medication</b></p> <ul style="list-style-type: none"> <li>Does not describe how they store, use and administer medication in line with legislative and veterinary instructions as appropriate</li> </ul> <p><b>First Aid</b></p> <ul style="list-style-type: none"> <li>Does not describe how to respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate</li> </ul> <p><b>Anatomy and physiology</b></p> <ul style="list-style-type: none"> <li>Does not display knowledge of basic anatomy and</li> </ul>
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	<p><b>OPTIONS</b> Complete all the professional discussion activities detailed in the pass criteria column</p> <p><b>Animal Interaction and Handling</b></p>	<p>physiology including reproduction, obstetrics and reproductive behaviour for example neutering</p> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>• Describe how an animal's natural behaviour impacts its diet and feeding patterns and the importance of the correct selection of resources required and placement of food and water in accommodation</li> <li>• Outline how the animal(s) they are working with learns and the basic principles of re-enforcement techniques and the importance of the human/animal bond</li> <li>• Describes how to provide exercise/socialise and appropriate enrichment for animals relevant to their specific needs</li> </ul> <p><b>OPTIONS</b></p> <p><b>Animal Interaction and Handling</b></p>	<p>physiology including reproduction, obstetrics and reproductive behaviour including neutering</p> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>• Does not recognise how an animal's natural behaviour impacts its diet and feeding patterns by incorrect selection and placement of resources required including food and water</li> <li>• Does not describe how the animal they are working with learns and the basic principles of re-enforcement techniques and the importance of the human/animal bond</li> <li>• Does not describe how to provide exercise/socialise and appropriate enrichment for animals relevant to their specific needs</li> </ul> <p><b>OPTIONS</b></p> <p><b>Animal Interaction and Handling</b></p>
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	<ul style="list-style-type: none"> <li>Evaluate the outcomes of your interaction/handling of an animal, correctly recognising the reasons for success or failure of the activity</li> </ul>	<ul style="list-style-type: none"> <li>Describe how to prepare animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken</li> <li>Describe the signs which indicate the mental and physical condition of the animal in response to handling/interactions</li> <li>Explain the importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities</li> <li>Explain the importance of positive reinforcement to the animal and how to provide it</li> <li>Outline the monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling</li> <li>Describe how to handle an animal throughout an</li> </ul>	<ul style="list-style-type: none"> <li>Does not describe how to prepare animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken</li> <li>Does not describe the signs which indicate the mental and physical condition of the animal in response to handling/interactions</li> <li>Does not explain the importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities</li> <li>Does not explain the importance of positive reinforcement to the animal and how to provide it</li> <li>Does not outline the monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling</li> <li>Does not describe how to handle an animal throughout an interaction/handling to</li> </ul>
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	<p><b>Rehoming</b></p> <ul style="list-style-type: none"> <li>Evaluate the outcomes of rehoming an animal, correctly recognising the reasons for success or failure of the activity</li> </ul> <p><b>Movement and transportation</b></p>	<p>interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare</p> <p><b>Rehoming</b></p> <ul style="list-style-type: none"> <li>Describe the needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming</li> <li>Describe the facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience</li> <li>Describe the support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal</li> <li>Describe the animal intake processes in line with workplace policies and procedures</li> <li>Describe the matching process</li> </ul>	<p>promote the animal's health, normal behaviour and physical and emotional welfare</p> <p><b>Rehoming</b></p> <ul style="list-style-type: none"> <li>Does not describe the needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming</li> <li>Does not describe the facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience</li> <li>Does not describe the support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal</li> <li>Does not describe the animal intake processes in line with workplace policies and procedures</li> <li>Does not describe the matching process</li> </ul>
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	<ul style="list-style-type: none"> <li>Review a recent animal movement/transportation and suggest improvement(s) to the animals' experience. For example, how an animal exposed to loud noise or incorrect environment may become stressed, and stop eating/drinking.</li> </ul>	<p><b>Movement and Transportation</b></p> <ul style="list-style-type: none"> <li>Describe the legal requirements relating to the movement and transportation of animals</li> <li>Explain the different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise</li> <li>Describe how to prepare for the movement and/or transportation of animals taking into account their welfare, and including serviceability/cleanliness of transportation equipment.</li> <li>Describe how to use appropriate equipment and methods to move and transport animals for example barriers, caging and restraint</li> <li>Explain how to monitor physical and emotional health and welfare of animals during and after movement and transportation.</li> </ul>	<p><b>Movement and Transportation</b></p> <ul style="list-style-type: none"> <li>Does not describe the legal requirements relating to the movement and transportation of animals</li> <li>Does not explain the different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise</li> <li>Does not describe how to prepare for the movement and/or transportation of animals taking into account their welfare, and including serviceability/cleanliness of transportation equipment.</li> <li>Does not describe how to use appropriate equipment and methods to move and transport animals for example barriers, caging and restraint</li> <li>Does not explain how to monitor physical and emotional health and welfare of animals during and after movement and transportation.</li> </ul>
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	<p><b>Operations/Reception</b></p> <ul style="list-style-type: none"> <li>• Explain how delivery of exceptional customer service impacts on the operation of the organisation. For example, being empathetic to a concerned member of the public and clearly explaining the reasons for their actions</li> </ul>	<ul style="list-style-type: none"> <li>• Explain how to identify routes for transportation including how to plan for contingencies.</li> </ul> <p><b>Operations/Reception</b></p> <ul style="list-style-type: none"> <li>• Describe the animal product and sundry items safe storage, display and stock rotation process</li> <li>• Describe the extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility</li> <li>• Describe the different methods of payment</li> <li>• Describe how to deal with customer enquiries, including complaints and appropriate action to take in line with organisational policies</li> <li>• Describe the range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role</li> <li>• Describe the organisation's policies and procedures for</li> </ul>	<ul style="list-style-type: none"> <li>• Does not explain how to identify routes for transportation including how to plan for contingencies.</li> </ul> <p><b>Operations/Reception</b></p> <ul style="list-style-type: none"> <li>• Does not describe the animal product and sundry items safe storage, display and stock rotation process</li> <li>• Does not describe the extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility</li> <li>• Does not describe the different methods of payment</li> <li>• Does not describe how to deal with customer enquiries, including complaints and appropriate action to take in line with organisational policies</li> <li>• Does not describe the range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role</li> <li>• Does not describe the organisation's policies and procedures for</li> </ul>
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	<p><b>Breeding</b></p> <ul style="list-style-type: none"> <li>Evaluate the outcomes of breeding an animal, recognising the factors influencing success</li> </ul>	<p>making customer and animal registrations and bookings</p> <ul style="list-style-type: none"> <li>Explain why it is important to present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate</li> <li>Describe the different methods of technology for internal and external communication and when they should be used</li> </ul> <p><b>Breeding</b></p> <ul style="list-style-type: none"> <li>Outline the stages of gestation</li> <li>Describe the behavioural changes</li> <li>Describe the changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle</li> <li>Outline the various stages of parturition and issues that can occur</li> <li>Describe the social and environmental factors which will impact on development</li> </ul>	<p>making customer and animal registrations and bookings</p> <ul style="list-style-type: none"> <li>Cannot explain why it is important to present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate</li> <li>Does not describe the different methods of technology for internal and external communication and when they should be used</li> </ul> <p><b>Breeding</b></p> <ul style="list-style-type: none"> <li>Does not outline the stages of gestation</li> <li>Does not describe the behavioural changes</li> <li>Does not describe the changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle</li> <li>Does not outline the various stages of parturition and issues that can occur</li> <li>Does not describe the social and environmental factors which will impact on development</li> </ul>
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	<p><b>Working Dog Handler</b></p> <ul style="list-style-type: none"> <li>Identify and explain comparisons between different working dog breeds in relation to the role they are undertaking</li> </ul>	<ul style="list-style-type: none"> <li>Outline the socialisation periods associated to species</li> <li>Describe the signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features and how to prevent them</li> <li>Outline how to prepare animals and environment for mating</li> <li>Explain why animals are monitored during parturition</li> <li>Outline the care and monitoring requirements of neonates</li> <li>Describe the procedures for caring for the young (once weaned) and introducing them to new environments</li> </ul> <p><b>Working Dog Handler</b></p> <ul style="list-style-type: none"> <li>Outline how the dogs' characteristics (physical and sensory) are used by the dog to deliver the operational effect</li> <li>Describe issues involving the dogs'</li> </ul>	<ul style="list-style-type: none"> <li>Does not outline the socialisation periods associated to species</li> <li>Does not describe the signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features and how to prevent them</li> <li>Does not outline how to prepare animals and environment for mating</li> <li>Does not explain why animals are monitored during parturition</li> <li>Does not outline the care and monitoring requirements of neonates</li> <li>Does not describe the procedures for caring for the young (once weaned) and introducing them to new environments</li> </ul> <p><b>Working Dog Handler</b></p> <ul style="list-style-type: none"> <li>Does not outline how the dogs' characteristics (physical and sensory) are used by the dog to deliver the operational effect</li> <li>Does not describe issues involving the</li> </ul>
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		<p>stress and emotional responses</p> <ul style="list-style-type: none"> <li>• Describe how to maintain trained behaviour to minimum operational standards</li> <li>• List Individual dog body language and behaviour traits</li> <li>• List the requirements for moving and transporting working dogs</li> <li>• Describe how to fit and maintain appropriate equipment, ensuring the dog can operate safely</li> <li>• Describe how you would conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the minimum standard of operational performance</li> <li>• Outline how to Interpret the dog's behaviour and indications and react accordingly to the operational situation</li> <li>• Explain how you would ensure that the dog</li> </ul>	<p>dogs' stress and emotional responses</p> <ul style="list-style-type: none"> <li>• Does not describe how to maintain trained behaviour to minimum operational standards</li> <li>• Does not list Individual dog body language and behaviour traits</li> <li>• Does not list the requirements for moving and transporting working dogs</li> <li>• Does not describe how to fit and maintain appropriate equipment, ensuring the dog can operate safely</li> <li>• Does not describe how you would conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the minimum standard of operational performance</li> <li>• Does not outline how to Interpret the dog's behaviour and indications and react accordingly to the operational situation</li> <li>• Does not explain how you would ensure that</li> </ul>
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	<p><b>Wildlife Rehabilitation</b></p> <ul style="list-style-type: none"> <li>Evaluate the outcomes of rehabilitating an animal, correctly recognising the reasons for success or failure of the activity</li> </ul>	<p>team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employers' policies and procedures</p> <ul style="list-style-type: none"> <li>Describe how a dog team would operate within the legal and ethical framework associated with their employment</li> <li>Describe the loading of a working dog, ready for transportation</li> </ul> <p><b>Wildlife Rehabilitation</b></p> <ul style="list-style-type: none"> <li>Describe the differences between treating and interacting with domestic and wildlife species</li> <li>Explain how you would identify wild animals that are suitable for rehabilitation and release</li> <li>Highlight the basic legal and ethical implications pertaining to wildlife rehabilitation and transport</li> </ul>	<p>the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employers' policies and procedures</p> <ul style="list-style-type: none"> <li>Does not describe how a dog team would operate within the legal and ethical framework associated with their employment</li> <li>Does not describe the loading of a working dog, ready for transportation</li> </ul> <p><b>Wildlife Rehabilitation</b></p> <ul style="list-style-type: none"> <li>Does not describe the differences between treating and interacting with domestic and wildlife species</li> <li>Does not explain how you would identify wild animals that are suitable for rehabilitation and release</li> <li>Does not highlight the basic legal and ethical implications pertaining to wildlife rehabilitation and transport</li> </ul>
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	<p><b>Veterinary Care Support</b></p>	<ul style="list-style-type: none"> <li>• Provide details of legislation and licences specific to wildlife rehabilitation</li> <li>• Provide an overview of the rehabilitation process including: how you would respond to collection requests; capture and transportation of wildlife; the importance of recording accurate admission details; the use of rehabilitation protocols for the care of wildlife casualties.</li> <li>• Discuss the principles of releasing rehabilitated animals taking into account how you would plan for a release</li> <li>• Define the process of post release monitoring and when it would be used</li> <li>• Describe abnormal behaviours that may be observed in wildlife species within a centre, including stereotypic behaviour and imprinting, highlighting reasons for these and how they can be minimised or avoided</li> </ul> <p><b>Veterinary Care Support</b></p>	<ul style="list-style-type: none"> <li>• Does not provide details of legislation and licences specific to wildlife rehabilitation</li> <li>• Does not provide an overview of the rehabilitation process including: how you would respond to collection requests; capture and transportation of wildlife casualties; the importance of recording accurate admission details; the use of rehabilitation protocols for the care of wildlife casualties.</li> <li>• Does not discuss the principles of releasing rehabilitated animals taking into account how you would plan for a release</li> <li>• Does not define the process of post release monitoring and when it would be used</li> <li>• Does not describe abnormal behaviours that may be observed in wildlife species within a centre, including stereotypic behaviour and imprinting, highlighting reasons for these and how they can be minimised or avoided</li> </ul> <p><b>Veterinary Care Support</b></p>
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	<ul style="list-style-type: none"> <li>Evaluate a range of cases that required patient care in the context of improved patient outcome</li> </ul>	<ul style="list-style-type: none"> <li>Explain how you have responded in an emergency situation</li> <li>Describe key task carried out when providing pre and post-operative care</li> <li>Explain the part you play in assisting a Veterinary Surgeon during patient monitoring (for example anaesthesia)</li> <li>Describe a range of cases that have required in patient care and the breadth of care you have provided</li> <li>Explain the range of diagnostic care, tests including X-rays task you perform at your workplace</li> <li>Explain the end of life care for pets, processes and procedures including support you provide to the owner and how to deal with emotionally upset clients</li> <li>Outline common medical, behavioural and surgical care requirements</li> <li>Outline the principles of care and related</li> </ul>	<ul style="list-style-type: none"> <li>Does not explain how they have responded in an emergency situation</li> <li>Does not describe key task carried out when providing pre and post-operative care</li> <li>Does not explain the part they play in assisting a Veterinary Surgeon during patient monitoring (for example anaesthesia)</li> <li>Does not describe a range of cases that have required in patient care and the breadth of care you have provided</li> <li>Does not explain the range of diagnostic care, tests including X-rays task they perform at your workplace</li> <li>Does not explain the end of life care for pets, processes and procedures including support you provide to the owner and how to deal with emotionally upset clients</li> <li>Does not outline common medical, behavioural and surgical care requirements</li> <li>Does not outline the principles of care and</li> </ul>
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		<p>procedures and how to deal with these</p> <ul style="list-style-type: none"> <li>• Outline clinical parameters of common species seen in a veterinary environment</li> <li>• Describe how you work within legislation and limitations in relation to role and responsibilities in a clinical environment</li> <li>• Explain the importance of legislation in relation to the dispensing and administering of medication</li> </ul>	<p>related procedures and how to deal with these</p> <ul style="list-style-type: none"> <li>• Does not outline clinical parameters of common species seen in a veterinary environment</li> <li>• Does not describe how you work within legislation and limitations in relation to role and responsibilities in a clinical environment</li> <li>• Does not explain the importance of legislation in relation to the dispensing and administering of medication</li> </ul>
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## Final Grade

The final grade decision, subject to standardisation and moderation, is made by the Independent Assessor using the grading criteria above and using guidance and documentation provided by the EPAO.

To achieve a pass grade you must achieve all the pass criteria in the practical assessment and the professional discussion. To achieve a distinction grade you must achieve all the pass criteria and all the distinction criteria in the practical assessment and the professional discussion.

## Re-sit and re-take information

Where an apprentice fails one or more assessment methods, a re-sit(s)/re-take(s) may be allowed, provided it is within the EPA period. Re-sits/re-takes outside of this period would require all elements of the EPA to be undertaken again. This should be undertaken within a six month period. Each individual case will be jointly discussed by the employer with the EPAO and any action, if agreed will be at the discretion of the employer.

A re-take is where the apprentice requires further learning/training, whereas a re-sit doesn't. Apprentices who require a re-take should have a supportive plan agreed to prepare them for the re-take.

Re-sits are not allowed as a means of improving a grade i.e. pass to distinction. Where a re-sit/re-take is agreed, the grading will be limited to a pass unless there are exceptional circumstances as confirmed by the EPAO.

## End-point Assessment Organisations

Employers must choose an EPAO approved to deliver the end-point assessment for this apprenticeship from the Education & Skills Funding Agency's Register of Apprentice Assessment Organisations (RoEPAO). It is recommended that EPAO's work collaboratively to ensure standardisation in delivery of assessment services for the standards.

## Requirements for Independent Assessors

EPAOs must appoint an independent assessor to conduct the end-point assessment observation.

Independent assessors must meet the following requirements:

- Occupationally competent in the Core and Option being assessed
- Demonstrated competency as an assessor
- Relevant work experience in the Core and in the Option being assessed
- A minimum of 3 years working experience in the Animal Care and Welfare sector
- A level 3 qualification level 3 qualification in Animal Care or Animal Science and Technology or an equivalent higher qualification in animal care or science.

EPAOs must:

- Provide end point assessment guidance, to apprentices, employers and training providers in relation to the requirements of the practical assessment and professional discussion and marking of the end point assessment elements.
- Develop and maintain a single set of assessment tools that are used by all to carry out assessment
- Ensure independent assessors make consistent and reliable assessment and grade judgements through moderation
- Develop compensatory assessment for learners with special requirements to allow reasonable adjustments to be made to assess the knowledge, skills and competence of the apprentice through alternative assessment techniques. Whilst, these will remove barriers to participation, they must be designed to ensure judgements are not compromised to health and safety and legal requirements.
- Appoint independent assessors that meet the requirements as detailed in this plan for the purpose of conducting the practical assessment and technical interviews and grading, based on a check of knowledge, experience and independence.
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading

- Provide documentation and guidance in relation to the end point assessment i.e. making reasonable adjustments, eligibility to enter end point assessment and conflict of interest
- Hold annual standardisation events for assessors to ensure consistent application of the guidance
- Ensure assessment organisation moderators are training in assessment and assurance processes and undertake regular continuing professional development
- Develop and manage a complaints and appeals procedure
- Report to the employer/training provider on any issues that arise in relation to the apprenticeship assessment process

## Internal quality assurance

Internal quality assurance refers to the requirements that EPAO must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAO for this standard must undertake the following:

- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- operate regular standardisation events that enable assessors to attend a minimum of one event per year
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 10 percent of each independent assessor's assessments moderated annually
- demonstrate an on-going consultation process with current industry and occupation experts
- maintain all EPA materials to reflect or reference current legislation, safety, techniques and specific industry or sector requirements
- have a procedure and process to account for and track the progress of each learner through the EPA cycle
- policies and procedures to manage escalated appeals or disputes
- guidance, policies and procedures that describe the suitable conditions for the locations of each stage of the assessment

## Assessment tools and materials

EPAOs must produce assessment tools and supporting materials for the EPA that follow best assessment practice, as follows:

- Written instructions for the Practical Assessment for the apprentice
- Question bank for practical assessment questions
- Structured briefs for the Professional Discussion for use by the assessor
- Guidance on the format and content of the learners Portfolio for the apprentice
- Assessment outcome template

## External Quality Assurance

External quality assurance arrangements will ensure that EPAOs delivering EPA for this standard operate consistently and in line with this plan.

External quality assurance for this apprenticeship standard will be undertaken by the Institute for Apprenticeships.

## Consistency

The responsibility for the robustness of the assessment process is held by the End-Point Assessment Organisation. This ensures that there is consistency of decisions, true independence, impartiality, validity and reliability in the assessment.

The assessment methods described previously are designed to produce assessment outcomes that are consistent and reliable, allowing fair and proper comparison between apprentices employed in different types and sizes of organisations. At the core of this will be the set of assessment tools that are used by all assessors and to inform the training that assessors receive. The End-point Assessment Organisation will, in consultation with employers, create the tools and materials to be used in assessment based on this Plan. These will be developed as soon as the Assessment Plan is approved and will be held by the End-point Assessment Organisation. Particular attention will be paid to ensuring that the tools are consistent and produce valid and reliable results. The End-point Assessment Organisation will thereafter be responsible for monitoring the work of the individual assessors to ensure continuing robustness – independent, consistent, accurate.

The End-point Assessment Organisation will provide robust validation and quality assurance processes to ensure that all assessments are robust, that they assess fully against the Standard, are undertaken consistently and to the same standard and that the individuals carrying out the assessment have the requisite skills and industry experience. These will be developed as part of the Assessment Tools to ensure that they are consistent across all apprentices. Immediate and appropriate action will be taken where any quality concerns are identified.

## Implementation

**Affordability:** It is anticipated that the EPA will not represent more than 20% of the maximum funding band for this apprenticeship (band 6 - £4000).

**Volumes:** It is anticipated that there will be 500 starts per year on this apprenticeship.

EPAOs will need to develop the documentation and tools to complete the EPA. It is anticipated that they will be ready for delivery by July 2018.

**Appendix 1 – Knowledge, Skills and Behaviours to be assessed by each assessment method**

Assessment method	Key
Practical Assessment	PA
Professional Discussion	P

**Core Knowledge**

Core Knowledge statement	Assessment method
1. UK and EU Animal related legislation	P
2. Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals	PA,
3. The species/breeds specific to your role and common characteristics	P
4. Signs that indicate potential problems with animals' health and welfare and the actions that should be taken	P
5. The types of basic medication, routes of administering medication safe handling and disposal of medication	P
6. Animal first aid, urgent, ongoing and preventive care	P
7. Accommodation and environment requirements that are suitable and safe for animals	PA
8. The use of different cleaning materials and equipment	PA
9. Feeding, watering and basic nutrition and characteristics of foodstuffs	PA
10. How to safely approach/handle/restrain/move animals	P
11. The behaviours of the animal, applicable to the species and how it impacts its care and welfare such as stress/distress/pain/fear/frustration	P
12. How the animal you are working with learns and the basic principles of re-enforcement techniques	P
13. How an animal's natural behaviour impacts its diet and feeding patterns	PA
14. The different methods required to meet the animals' need for enrichment/exercise opportunities, appropriate to species and individual animal	PA, P
15. Different skin and coat care requirements of animals in their care	P
16. Basic anatomy and physiology	P
17. Basic reproduction and obstetrics and reproductive behaviour, including neutering	P
18. Data Protection and records in line with legislation, codes of practice and workplace requirements	PA
19. The importance of the human and animal bond	P
20. The changing needs of animals' dependent on their life stage	P
21. Basic awareness of capture techniques	P
22. Hygiene, bio security procedures and infection controls when working with animals including quarantine, zoonosis, anthroponosis, isolation protocols	PA



## Core Skills

<b>Core Skills statements</b>	<b>Assessment method</b>
1. Comply with UK and EU Animal related legislation	<b>PA</b>
2. Work effectively in a safe and healthy working environment following current / relevant health and safety legislation and work place policies	<b>PA</b>
3. Identify and report potential hazards and breaches of security within animal accommodation/enclosures	<b>PA</b>
4. Clean and maintain animal accommodation/enclosures/environment and equipment and provide appropriate resources including species specific enrichment (e.g. hiding, perches and areas to dig)	<b>PA</b>
5. Maintain hygiene, bio security procedures and infection controls when working with animals including quarantine and isolation	<b>PA</b>
6. Dispose of waste in a safe and appropriate manner in line with legislative and workplace requirements	<b>PA, P</b>
7. Store, use and administer medication in line with legislative and veterinary instructions as appropriate	<b>P</b>
8. Monitor, record and report the health and welfare of animals in line with animal welfare legislation and workplace policies	<b>PA</b>
9. Observe and be aware of the behaviour of animals and take appropriate actions	<b>P</b>
10. Approach / handle / restrain / move / recapture animals as part of routine husbandry appropriate for the species and individual	<b>P</b>
11. Exercise/socialise animals and provide appropriate enrichment relevant to their specific needs	<b>P</b>
12. Provide appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance	<b>P</b>
13. Provide food and water to animals and monitor the intake	<b>PA</b>
14. Store and care for foodstuffs	<b>PA</b>
15. Identify and describe animals using appropriate methods to the species involved (e.g. scanning for microchips)	<b>P</b>
16. Maintain, update and reference correct records in accordance with current legislation	<b>PA</b>
17. Deliver customer experience (internal and external), where applicable, in line with workplace policies and procedures	<b>P</b>
18. Respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate	<b>P</b>

Behaviour statements	Assessment method
1. <b>Safe Working.</b> Maintain safe working practices, which must be adhered to at all times with constant situational awareness and adaptability to ensure safety of the animal(s), themselves and others. Have the ability to work efficiently to meet time deadlines and workplace requirements.	PA
2. <b>Work Ethic.</b> Have a strong work ethic, a willingness to learn. Be respectful, punctual, reliable, trustworthy and diligent and prepared to work irregular hours, in all weathers. Take a pride in their work, showing commitment and loyalty, whilst conducting themselves in a professional manner.	P
3. <b>Responsibility.</b> Have responsibility for themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations. Work with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others. Manage your own emotional wellbeing and resilience. Accurately report any concerns, incidents and abnormalities.	P
4. <b>Team Work.</b> Have the ability to work both individually and as part of a diverse team as required, understanding their role and changing priorities when the situation dictates. Show respect to their fellow workers.	P
5. <b>Communication.</b> Respect the need for confidentiality and adhere to data protection policies. Communicate effectively with colleagues, visitors and customers/clients. Demonstrate good interpersonal and active listening skills. Know when to ask for advice or guidance.	P
6. <b>Professionalism.</b> Professional and ethical responsibilities and the values of your work place. The limits of your own authority, expertise, training, competence and experience. Industry knowledge, respect and empathy for animals. Awareness of new ideas and openness to develop skills and new ways of working. Use social media responsibly. The legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals	P



## Options

### Animal Interaction and Handling

<b>Animal Interaction and Handling Knowledge statement</b>	<b>Assessment method</b>
1. The preparation of animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken	<b>P</b>
2. Signs which indicate mental and physical condition of the animal in response to handling/interactions	<b>P</b>
3. The importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities	<b>P</b>
4. The importance of positive reinforcement to the animal and how to provide it	<b>P</b>
5. The monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling	<b>P</b>

<b>Animal Interaction and Handling Skills statement</b>	<b>Assessment method</b>
1. Follow a prepared interaction/handling plan to prepare the animal and resources required	<b>P</b>
2. Undertake interaction/handling activities and use methods in accordance with the interaction/handling plan	<b>P</b>
3. Handle the animal throughout the interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare	<b>P</b>
4. Monitor, report and record the response and welfare of the animal throughout interaction/handling activities	<b>P</b>
5. Apply techniques which take into account the animal's welfare and emotional wellbeing, such as positive reinforcement to interact/handle the animal	<b>P</b>

### Rehoming

<b>Rehoming Knowledge statement</b>	<b>Assessment method</b>
1. The needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming	<b>P</b>
2. The facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience	<b>P</b>
3. The support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal	<b>P</b>

4. The animal intake processes in line with workplace policies and procedures	P
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<b>Rehoming Skills statement</b>	<b>Assessment method</b>
1. Contribute to the assessment of an animal's readiness for rehoming	P
2. Provide advice to customers/clients on the suitability of animals according to their circumstances and experience in line with the workplace policies and procedures	P
3. Support customers/clients during the rehoming/intake process and provide direction to further sources of information and guidance following rehoming of an animal	P
4. Contribute to the assessment of the animal during the intake process	P
5. Contribute to the matching process	P

### **Movement and Transportation**

<b>Movement and Transportation Knowledge statement</b>	<b>Assessment method</b>
1. The legal requirements relating to the movement and transportation of animals	P
2. The different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise	P
3. The preparation required for the movement and/or transportation of animals	P
4. The appropriate equipment and methods to move and transport animals for example barriers, caging and restraint	P
5. The monitoring of physical and emotional health and welfare of animals during and after movement and transportation	P

<b>Movement and Transportation Skills statement</b>	<b>Assessment method</b>
1. Prepare means of transport appropriate for animals, ensuring serviceability and cleanliness	P
2. Prepare animals for movement and/or transportation taking into consideration their welfare	P
3. Use of appropriate equipment and methods to move and transport animals ensuring their safety and security	P
4. Monitor the physical and emotional health and welfare of animals during and after movement and transportation	P
5. Identify route and contingency plans	P

**Operations/Reception Duties**

<b>Operations/Reception Knowledge statement</b>	<b>Assessment method</b>
1. The animal product and sundry items safe storage, display and stock rotation process	<b>P</b>
2. The extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility	<b>P</b>
3. Different methods of payment	<b>P</b>
4. Customer enquiries, including complaints and appropriate action to take in line with organisational policies	<b>P</b>
5. The range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role	<b>P</b>
6. The organisation's policies and procedures for making customer and animal registrations and bookings	<b>P</b>

<b>Operations/Reception Skills statement</b>	<b>Assessment method</b>
1. Present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate	<b>P</b>
2. Provide information, advice, support and guidance on a range of topics such as animal care and welfare to customers/clients and seek advice when necessary	<b>P</b>
3. Use appropriate methods of technology for internal and external communication such as telephone, walkie talkies, email and scanning documents	<b>P</b>
4. Prepare, receive and store deliveries of goods including animal related products such as food stuffs and sundry items	<b>P</b>

**Breeding**

<b>Breeding Knowledge statement</b>	<b>Assessment method</b>
1. The stages of gestation	<b>P</b>
2. Behavioural changes	<b>P</b>
3. The changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle	<b>P</b>
4. The various stages of parturition and issues that can occur	<b>P</b>
5. Social and environmental factors which will impact on development	<b>P</b>
6. Socialisation periods associated to species	<b>P</b>
7. Signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features and how to prevent them	<b>P</b>

<b>Breeding Skills statement</b>	<b>Assessment method</b>
1. Prepare animals and environment for mating	<b>P</b>
2. Monitor animals during parturition, recognising signs of difficulty	<b>P</b>
3. Carry out general care of animals through gestation	<b>P</b>
4. Prepare and manage pregnant animals pre-and post-parturition	<b>P</b>
5. Provide appropriate care and monitoring of neonates	<b>P</b>
6. Carry out procedures for caring for the young (once weaned) and introducing them to new environments	<b>P</b>
7. Socialise young animals appropriately	<b>P</b>

### **Working Dog Handler**

<b>Working Dog Handler Knowledge statement</b>	<b>Assessment method</b>
1. How the dogs' characteristics (physical and sensory) are used by the dog to deliver the operational effect	<b>P</b>
2. Issues involving the dogs' stress and emotional responses, i.e. how to gauge and read the theoretical and practical applications of the characteristics and how this can affect the dog's performance in its specific role	<b>P</b>
3. How to maintain trained behaviour to minimum operational standards	<b>P</b>
4. Individual dog body language and behaviour traits	<b>P</b>
5. Moving and transporting working dogs	<b>P</b>

<b>Working Dog Handler Skills statement</b>	<b>Assessment method</b>
1. Fit and maintain appropriate equipment, ensuring the dog can operate safely	<b>P</b>
2. Conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the minimum standard of operational performance.	<b>P</b>
3. Interpret the dog's behaviour and indications and react accordingly to the operational situation	<b>P</b>
4. Ensure that the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employers' policies and procedures	<b>P</b>
5. Operate the dog team within the legal and ethical framework associated with their employment	<b>P</b>
6. Transport working dogs	<b>P</b>

**Wildlife Rehabilitation**

<b>Wildlife Rehabilitation Knowledge statement</b>	<b>Assessment method</b>
1. The differences between treating and interacting with domestic and wildlife species	<b>P</b>
2. Rehabilitation policies and procedures including the need to record the specific location, date and time of collection of wildlife	<b>P</b>
3. The principles of releasing rehabilitated animals	<b>P</b>
4. Post release monitoring	<b>P</b>
5. The basic legal and ethical implications pertaining to wildlife rehabilitation and transport	<b>P</b>
6. Knowledge of legislation and licences specific to wildlife rehabilitation	<b>P</b>
7. Abnormal behaviours in relation to stereotypic and imprinting the principles and procedures in relation to orphan wildlife species hand rearing legislation and methods for identification of wildlife pre-release and for post-release monitoring	<b>P</b>

<b>Wildlife Rehabilitation Skills statement</b>	<b>Assessment method</b>
1. Respond to collection requests	<b>P</b>
2. Identify wild animals that are suitable for rehabilitation and release	<b>P</b>
3. Plan and undertake rehabilitation for release into the wild	<b>P</b>
4. Capture and handle healthy and casualty wild animals	<b>P</b>
5. Move and transport wild animals appropriately	<b>P</b>
6. Release and monitor wild animals as appropriate	<b>P</b>
7. Carry out the hand rearing of wildlife species	<b>P</b>
8. Identify a range of different species (wildlife) or breeds (domestic) in order to understand the behavioural and ecological needs of the animal as well as be aware of the potential risks it may pose	<b>P</b>

**Veterinary Care Support**

<b>Veterinary Care Knowledge statement</b>	<b>Assessment method</b>
1. Common medical, behavioural and surgical care requirements	<b>P</b>
2. The principles of care and related procedures and how to deal with these	<b>P</b>
3. Clinical parameters of common species seen in a veterinary environment	<b>P</b>
4. Legislation and limitations in relation to role and responsibilities in a clinical environment	<b>P</b>
5. Legislation in relation to the dispensing and administering of medication	<b>P</b>
6. End of life care processes, procedures and support	<b>P</b>
7. How to deal with emotional customers/clients	<b>P</b>

<b>Veterinary Care Skills statement</b>	<b>Assessment method</b>
1. Dealing with potential and actual emergency situations	<b>P</b>
2. Carry out pre and post-operative care	<b>P</b>
3. Carry out patient monitoring for example anaesthetic monitoring	<b>P</b>
4. Deliver in-patient care	<b>P</b>
5. Diagnostic care/tests/X-rays – positioning and exposing	<b>P</b>
6. The dispensing and administration of medication	<b>P</b>
7. End of life care for pets and providing support for the owner	<b>P</b>