

## Standard L3: Zoo Keeper & Aquarist

### UOS reference number

ST0789

### Trailblazer reference number

TB0414

### Title of occupation

Zoo Keeper & Aquarist

### Trailblazer name

Zoo keeper and Aquarist

### Core and options

No

### Resubmission

No

### Level of occupation

Level 3

### Route

Agriculture, Environmental and Animal Care

### Typical duration of apprenticeship

24 months

### Target date for approval

23 January 2019

## Occupational profile

### Summary

This occupation is found in Zoological collections which are responsible for the husbandry and welfare of the taxa within their care. The role of a Zoo Keeper & Aquarist will include:

- ☐ Preparing food and feeding animals
- ☐ Cleaning out pens and cages and changing bedding
- ☐ Making sure animal live in as close to natural conditions as possible
- ☐ Checking for signs of disease or distress and caring for sick animals
- ☐ Checking enclosures and cages for signs of wear or damage
- ☐ Monitoring conditions like temperature and humidity
- ☐ Keeping daily healthcare records on paper and computer
- ☐ Giving educational talks to visitors including children and adults, tailoring how you relay information depending on the audience type.

Keepers and aquarists will also be required to encourage public engagement with wildlife, conservation breeding and conservation education. This can be done through presentations and demonstrations with the animals, explaining different characteristics of the animals to visitors.

Keeper and aquarists will be found in zoos, wildlife parks, aquariums, private animal collections, animal reserves, and farms with a zoo licence. The broad purpose of the occupation is to assist and adhere to the zoological collections and industry best practice protocols and procedures in relation to animal husbandry and welfare, by handling animals confidently, with compassion. In their daily work, an employee in this occupation interacts with volunteers, animal keepers who are less experienced and more experienced, management, veterinary staff, grounds and visitor experience staff, colleagues from other zoological collections and members of the public as they are carrying out their duties in the field. An employee in this occupation will be responsible for the everyday care and husbandry of the animals within the animal collection. They will report concerns to senior animal keeping staff/management and will use tools on the job which are needed for cleaning enclosures, enclosure maintenance and design and food preparation. It is likely it may involve unsociable hours and working outside in all weather conditions. An employee in this occupation will be responsible for the everyday care and husbandry of the animals within the animal collection. They will report concerns to senior animal keeping staff/management and will use tools on the job which are needed for cleaning enclosures, enclosure maintenance and design and food preparation. They will be expected to complete day to day tasks using their initiative, within a specific time period. This will vary with the size of collection, in smaller organisations they will have complete autonomy on a day-to-day basis and in larger organisations they may work within a team which could include a variety of inexperienced and experienced staff.

### Typical job titles

Typical job titles include Zoo Keeper/Animal Keeper/ Aquarist.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Assist with the preparation of approved diets and carry out the correct feeding procedures, according to the animal's individual needs (e.g. geriatric, disabled, etc.)	Accurately interpret daily diet sheets and prepare food in accordance with safety procedures Prepare food in a timely manner	<ul style="list-style-type: none"> <li>• current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>• work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>3. the 5 welfare needs of animals:                             <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> <li>• nutritional requirements of species across all life stages and how diets are safely stored, formulated, prepared, and delivered, including weight management, supplementation and food hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and disease and providing an environment where normal behaviour can be displayed.</li> <li>• Interpret diet sheets and safely prepare and present diets in a manner which promotes species-specific natural behaviours, also considering individual needs (e.g. geriatric, disabled, etc.)</li> <li>• Evaluate diets and propose modifications e.g. to minimise the amount of uneaten food and contingent wastage, promote physical and psychological health and welfare and meet nutritional needs and record the sources and delivery dates of food</li> </ul>	<ul style="list-style-type: none"> <li>• Be respectful of the legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals</li> <li>• Be safety conscious and 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, including proactively assessing risks and mitigating these immediately.</li> </ul>

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<p>Clean and maintain exhibits, enclosures and other designated areas, including defects or repairs required to enclosures.</p>	<p>Complete cleaning in a timely manner and to a high standard Adhere to safety protocols and comply with health and safety legislation Make recommendations where appropriate</p>	<ul style="list-style-type: none"> <li>• current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>• work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• the 5 welfare needs of animals:               <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and disease and providing an environment where normal behaviour can be displayed</li> </ul>	<ul style="list-style-type: none"> <li>• Be safety conscious and 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, including proactively assessing risks and mitigating these immediately.</li> <li>• using initiative and maximising productivity and efficiency</li> <li>• being aware of the surroundings and noticing and responding to problems that may adversely affect public perception (e.g. litter-picking)</li> <li>• taking pride in your work and pride in your organisation</li> <li>• Being flexible with respect to changing demands, priorities, schedules, working hours, weather conditions</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• environmental, psychological, behavioural and social needs for the species under their care and how this may influence exhibitory and management e.g. the provision and management of complex, challenging and regulated environments to optimise welfare outcomes as referenced under WAZA guidelines under the five domains</li> <li>• the principles of housekeeping including cleaning, enclosure management, Life Support Systems maintenance, products used and their associated hazards, frequency of cleaning based on situation, species and individual, considering factors such as scent marking or removal of body fluids</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the strengths and weaknesses of different enclosure designs from the point of view of each stakeholder group (e.g. animals, keepers, vet team, visitors, educators, researchers) and propose improvements, if required</li> <li>• Select optimal enclosure substrates and furnishings and maintain them within the enclosure e.g. clean appropriately, monitor condition and replace as appropriate</li> <li>• Identify potential and existing physical and bio hazards within an enclosure and associated areas, responding and participating in alterations/solutions where possible, reporting more complex issues to the relevant staff, all within a timely manner</li> <li>• Use, maintain and store a range of tools correctly, including electrical tools, appropriate to the workplace</li> <li>• Carry out safe housekeeping regimes including the safe use and disposal of products used, cleaning of enclosures, public areas, Life Support Systems maintenance, and their associated hazards, frequency of cleaning based on situation, species and individual considering factors such as sent marking or removal of body fluids to required standard, according to species specific standard</li> </ul>	

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<p>Observe the behaviour, health and security and population management of animals and know who and when to escalate concerns and issues to, in a timely manner to ensure the welfare of the animals and visitors.</p>	<p>Be aware of animal behaviour Report concerns accurately and in a timely manner Comply with animal welfare and health and safety</p>	<ul style="list-style-type: none"> <li>• current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>• the 5 welfare needs of animals:                             <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> <li>• work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and providing an environment where normal behaviour can be displayed</li> </ul>	<ul style="list-style-type: none"> <li>• Be safety conscious and 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, including proactively assessing risks and mitigating these immediately</li> <li>• Have a confident approach to reporting security breaches and challenging any behaviour that may undermine safety and security</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• environmental, psychological, behavioural and social needs for the species under their care and how this may influence exhibitory and management e.g. the provision and management of complex, challenging and regulated environments to optimise welfare outcomes as referenced under WAZA guidelines under the five domains</li> <li>• health assessment using appropriate health assessment tools such as signs of ill health and injury, behaviour monitoring, body condition scoring, specimen collection, faecal scoring, food intake</li> <li>• population management and its effectiveness including; sex determination, same sex groups, breed and cull, contraception, introductions, the importance of genetic diversity and the consequences of hybridisation and inbreeding</li> </ul>	<ul style="list-style-type: none"> <li>• Observe, describe and interpret animal behaviour (innate, learned, abnormal), including species specific behaviours for species in their care, taking response action where appropriate, including reporting to the supervisor or recording in animal records system</li> <li>• Identify, assess severity of and report potential health issues in animals in a timely manner. Monitor changes in health of animals and report their findings to a supervisor or veterinarian e.g. signs of ill health or injury, behaviour monitoring, body condition scoring, faecal scoring, food intake</li> </ul>	<ul style="list-style-type: none"> <li>• Have a strong work ethic and 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, both in terms of their presentation and conduct. Have a responsible attitude towards themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations, including working with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others</li> <li>• Professional and ethical responsibilities and the values of your work place</li> </ul>

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		<ul style="list-style-type: none"> <li>means of identifying individual animals e.g. through transponders, photos, ear tags, leg bands, individual markings etc</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and take responsibility of the health and safety of the visitors and welfare of the animals in enhanced animal contact situations such as visitor encounter, keeper for a day experiences, walkthrough enclosures, animal handling sessions, taking action when required to minimise risks and stress</li> <li>Determine the sex of an individual in a range of species accurately</li> <li>Create an effective population management plan in line with the organisation collection plan, such as the introductory meeting of species, taking into consideration individual suitability (e.g. health status, age, social hierarchy, reproductive status), practical set up, potential issues and solutions e.g. introducing males and females for breeding or forming single sex groups/mixed species</li> </ul>	<ul style="list-style-type: none"> <li>An awareness of the limits of your own authority, expertise, training, competence and experience</li> <li>Industry knowledge, respect and empathy for animals</li> <li>Be respectful of the legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals</li> <li>being honest and trustworthy, showing respect, empathy, patience and tolerance for people and animals</li> <li>standing up for what is right with regards to environment, animal welfare and community</li> <li>accepting responsibility for own actions, and understanding the impact of these actions on others</li> <li>respecting the values of the work place</li> <li>knowing when to ask for advice or guidance when unsure and learning from these experiences</li> </ul>

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Monitor conditions for animals to ensure they are suitable, checking for signs of disease or distress due to environmental or other factors.	<p>Attention to detail and compliance with health and safety</p> <p>Communicate accurately to report any issues/concerns</p>	<ul style="list-style-type: none"> <li>• current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>• work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• the 5 welfare needs of animals: <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and providing an environment where normal behaviour can be displayed</li> </ul>	<ul style="list-style-type: none"> <li>• Be safety conscious and 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, including proactively assessing risks and mitigating these immediately</li> <li>• Have a confident approach to reporting security breaches and challenging any behaviour that may undermine safety and security</li> <li>• Professional and ethical responsibilities and the values of your work place</li> <li>• An awareness of the limits of your own authority, expertise, training, competence and experience</li> <li>• Industry knowledge, respect and empathy for animals</li> </ul>



Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• the principles of basic zoology including the classification of taxa, anatomy, physiology, genetics, adaptations, evolution, ecology, behavioural ecology</li> <li>• environmental, psychological, behavioural and social needs for the species under their care and how this may influence exhibitory and management e.g. the provision and management of complex, challenging and regulated environments to optimise welfare outcomes as referenced under WAZA guidelines under the five domains</li> <li>• health assessment using appropriate health assessment tools such as signs of ill health and injury, behaviour monitoring, body condition scoring, specimen collection, faecal scoring, food intake</li> </ul>	<ul style="list-style-type: none"> <li>• Observe, describe and interpret animal behaviour (innate, learned, abnormal), including species specific behaviours for species in their care, taking response action where appropriate, including reporting to the supervisor or recording in animal records system</li> <li>• Develop, implement and evaluate (including safety evaluation) appropriate sensory and cognitive enrichment in accordance with enclosure design and species-specific needs e.g. simulating hunting behaviours in big cats, stingrays and sharks</li> </ul>	<ul style="list-style-type: none"> <li>• Be respectful of the legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals</li> <li>• being honest and trustworthy, showing respect, empathy, patience and tolerance for people and animals</li> <li>• standing up for what is right with regards to environment, animal welfare and community</li> <li>• accepting responsibility for own actions, and understanding the impact of these actions on others</li> <li>• respecting the values of the work place</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• the principles of enclosure design including the needs of each stakeholder group (e.g. visitor needs: viewing windows, accessible paths, etc.), the needs of the animals (e.g. places to hide) (bio)hazards connected to the enclosure design, enclosure components and furnishings</li> <li>• the key risk factors associated with zoonosis and common zoonotic diseases and their management</li> <li>• factors affecting zoo bio security for species under their care and appropriate control measures to maintain biosecurity</li> <li>• basic horticultural principles appropriate to their collection and species, e.g. care of enclosure plants, knowledge of edible browse species, knowledge of toxic plants and their management</li> </ul>	<ul style="list-style-type: none"> <li>• Identify, assess severity of and report potential health issues in animals in a timely manner. Monitor changes in health of animals and report their findings to a supervisor or veterinarian e.g. signs of ill health or injury, behaviour monitoring, body condition scoring, faecal scoring, food intake</li> <li>• Identify potential and existing physical and bio hazards within an enclosure and associated areas, responding and participating in alterations/solutions where possible, reporting more complex issues to the relevant staff, all within a timely manner</li> <li>• Monitor and take responsibility of the health and safety of the visitors and welfare of the animals in enhanced animal contact situations such as visitor encounter, keeper for a day experiences, walkthrough enclosures, animal handling sessions, taking action when required to minimise risks and stress</li> </ul>	

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<p>Assist and co-operate with colleagues, such as Vets and other animal staff, including formal procedures such veterinary procedures or animal training procedures.</p>	<p>Work collaboratively and communicate effectively with other staff</p> <p>Follow formal organisational procedures in a timely manner</p>	<ul style="list-style-type: none"> <li>• current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>• work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• the 5 welfare needs of animals:                             <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> <li>• the principles of animal movement and transportation, including handling, restraint, capture, monitoring, legislation</li> <li>• basic veterinary procedures, such as the storage and administration of veterinary medicine, wound management, minor procedures as appropriate</li> <li>• the principles of animal training, such as classical versus operant conditioning, cuing, bridging, reinforcing</li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>• Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and providing an environment where normal behaviour can be displayed</li> <li>• Actively listen, process and prioritise information, confirm understanding and react according to level of risk e.g. lost child procedure, animal escape, instruction from senior staff</li> <li>• Identify which equipment, methods of approach, capture, handling, restraint and loading are best for specific situations and species, create plans for and make informed decisions to facilitate this</li> <li>• Identify the most appropriate methods of successfully transporting animals, considering: species, duration, animal welfare considerations, health and safety, legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Be safety conscious and 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, including proactively assessing risks and mitigating these immediately.</li> <li>• Have a strong work ethic and 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, both in terms of their presentation and conduct. Have a responsible attitude towards themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations, including working with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Train animals using positive reinforcement-based techniques in various situations (e.g. target training with a single animal) and apply these techniques in the animal's routine, monitoring and recording the results and giving feedback to the responsible supervisor</li> <li>• Assist in administering treatment after appropriate training and/or guidance from a veterinarian/competent staff member (e.g. direct administration of medication to an individual)</li> <li>• Prioritise more critical and less critical activities and tasks using scheduling techniques that enable them to meet deadlines and allow for unexpected tasks, such as an animal medical emergency, daily animal husbandry, visitor safety and staff absence</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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. Seek feedback from a range of sources (peers, managers, colleagues) on personal performance and use it to identify improvements.</li> <li>• Professional and ethical responsibilities and the values of your work place.</li> <li>• An awareness of the limits of your own authority, expertise, training, competence and experience.</li> <li>• Industry knowledge, respect and empathy for animals.</li> <li>• Have a positive approach to working within a team to meet organisational objectives, be willing and enthusiastic about developing productive working relationships with colleagues and stakeholders.</li> <li>• Be respectful of fellow workers diversity, views and opinions</li> <li>• Being flexible with respect to changing demands, priorities, schedules, working hours, weather conditions</li> <li>• Being punctual, reliable, and diligent</li> </ul>

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Maintain and update healthcare records, both on paper and electronically, monitoring the natural environment of animals and their well-being including temperature and humidity control.	<p>Accurate record keeping with attention to detail</p> <p>Records to be updated in a timely manner and according to organisational policy</p>	<ul style="list-style-type: none"> <li>• how and why to record and retrieve information and write reports using a range of systems relevant to zoo keeping within their organisation, such as diaries, ZIMS, Tracks, PMX, Excel, following instruction to retrieve data or update information and following procedures designed to keep data secure</li> <li>• the 5 welfare needs of animals: <ul style="list-style-type: none"> <li>o its need for a suitable environment</li> <li>o its need for a suitable diet (and water)</li> <li>o Its need to exhibit normal behaviour patterns</li> <li>o any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>o its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> <li>• information needs of internal/external audiences, including what information is appropriate and the factors that need to be taken into consideration, such as communicating animal births/deaths to a range of audiences, and methods of communication and the appropriate communication methods for specific audiences, i.e. internal/external, such as presentations, demonstrations, scientific publications, media releases, social media posts, staff meetings, reports</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate information clearly and within a timely manner with internal audiences such as colleagues, vets, managers and contractors, concisely, accurately and in ways that promote understanding ☒ verbally as well as in writing (e.g. daily reports, diaries) adjusting and prioritising information and being mindful of the impact</li> <li>• Accurately record, retrieve and monitor information and write reports using a range of systems relevant to zoo keeping within their organisation, such as diaries, ZIMS, Tracks, Excel, following instruction to retrieve data or update information and follow workplace procedures designed to keep data secure</li> <li>• Observe, describe and interpret animal behaviour (innate, learned, abnormal), including species specific behaviours for species in their care, taking response action where appropriate, including reporting to the supervisor or recording in animal records system</li> <li>• Correctly collect, document and store suitable samples as part of veterinary health monitoring e.g. hair, faeces, urine, gill</li> </ul>	<ul style="list-style-type: none"> <li>• Industry knowledge, respect and empathy for animals.</li> <li>• using initiative and maximising productivity and efficiency</li> <li>• taking pride in your work and pride in your organisation</li> </ul>

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		<ul style="list-style-type: none"> <li>environmental, psychological, behavioural and social needs for the species under their care and how this may influence exhibitory and management e.g. the provision and management of complex, challenging and regulated environments to optimise welfare outcomes as referenced under WAZA guidelines under the five domains</li> </ul>		
<p>Support positive visitor experiences by engaging in interactive presentations with the animals and answering questions in a friendly and helpful manner.</p>	<p>Deliver customer service in accordance with organisational guidelines Meet customer expectations and provide efficient customer service</p>	<ul style="list-style-type: none"> <li>information needs of internal/external audiences, including what information is appropriate and the factors that need to be taken into consideration, such as communicating animal births/deaths to a range of audiences, and methods of communication and the appropriate communication methods for specific audiences, i.e. internal/external, such as presentations, demonstrations, scientific publications, media releases, social media posts, staff meetings, reports</li> <li>the increasingly significant role zoos play globally in conserving species and their habitats, including the International Union for Conservation of Nature (IUCN) One Plan conservation approach</li> </ul>	<ul style="list-style-type: none"> <li>Communicate effectively with external audiences such as the scientific community, general public/ visitors and media in a range of contexts including presentations, public speaking, visitor engagement, conservation education activities, customer service and delivering keeper experiences in order to educate about animal life histories and conservation issues, promoting awareness of the role of zoos in conservation and encouraging sustainable behaviour change</li> <li>Devise and deliver a talk/presentation using a range of appropriate resources such as audio/visual equipment, PowerPoint slides, physical props</li> </ul>	<ul style="list-style-type: none"> <li>Have a strong work ethic and 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, both in terms of their presentation and conduct. Have a responsible attitude towards themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations, including working with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others.</li> <li>Professional and ethical responsibilities and the values of your work place.</li> <li>being customer focused, polite and friendly</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>the changing roles of zoos and how this applies to their zoo's collection in relation to conservation, research, education, visitor experience, promotion of positive behaviour change in the public, welfare management, enclosure design</li> <li>common ethical concerns of the public and the corresponding ethical position taken by their organisation including their organisation's protocols</li> <li>the assessment of conservation status of species and habitats including IUCN red listing, IUCN green listing, the Alliance for Zero Extinction, ZSL's Edge programme, Biodiversity Action Plan (BAPS)</li> </ul>		<ul style="list-style-type: none"> <li>being enthusiastic, confident and dynamic and having passion, commitment and drive</li> </ul>
<p>Comply with and promote Health and Safety and Emergency policies and procedures, including responsibility of own safety as well as that of animals, visitors and colleagues.</p>	<p>Comply with all organisational health and safety and animal welfare procedures as well as relevant legislation</p> <p>Accurately report any concerns in a timely manner</p>	<ul style="list-style-type: none"> <li>current legislation, including health and safety and Animal Welfare Act, zoo licencing act, EU Zoos directive</li> <li>work place policies and procedures, such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>the 5 welfare needs of animals:                             <ul style="list-style-type: none"> <li>its need for a suitable environment</li> <li>its need for a suitable diet (and water)</li> <li>Its need to exhibit normal behaviour patterns</li> <li>any need to be housed with, or apart from, other animals in appropriate social groupings</li> <li>its need to be protected from fear, pain, suffering, injury and disease</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Work effectively in a safe and healthy working environment following current/relevant health and safety legislation and work place policies such as working safely with higher risk animals and higher risk environments, working at height, working with chemicals, working with tools, manual handling, risk assessment, fire safety, relevant PPE</li> <li>Demonstrate the 5 welfare needs of an animal, including providing a suitable environment and diet (including water), housing the animal in appropriate social groupings, protecting it from fear, pain, suffering, injury and providing an environment where normal behaviour can be displayed</li> </ul>	<ul style="list-style-type: none"> <li>Be safety conscious and 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, including proactively assessing risks and mitigating these immediately.</li> <li>Have a confident approach to reporting security breaches and challenging any behaviour that may undermine safety and security.</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• the key risk factors associated with zoonosis and common zoonotic diseases and their management</li> <li>• factors affecting zoo bio security for species under their care and appropriate control measures to maintain biosecurity</li> <li>• organisational protocols for dealing with emergencies (e.g. animal escape, unintentional human-animal contact, fire, human medical emergency) and understand their role within this</li> <li>• the principles of housekeeping including cleaning, enclosure management, Life Support Systems maintenance, products used and their associated hazards, frequency of cleaning based on situation, species and individual, considering factors such as scent marking or removal of body fluids</li> <li>• the principles of animal movement and transportation, including handling, restraint, capture, monitoring, legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Actively listen, process and prioritise information, confirm understanding and react according to level of risk e.g. lost child procedure, animal escape, instruction from senior staff</li> <li>• Correctly follow procedures for waste management and disposal including hazardous materials, biosecurity risks, legally regulated materials</li> <li>• Identify potential and existing physical and bio hazards within an enclosure and associated areas, responding and participating in alterations/solutions where possible, reporting more complex issues to the relevant staff, all within a timely manner</li> <li>• Use, maintain and store a range of tools correctly, including electrical tools, appropriate to the workplace</li> <li>• Monitor and take responsibility of the health and safety of the visitors and welfare of the animals in enhanced animal contact situations such as visitor encounter, keeper for a day experiences, walkthrough enclosures, animal handling sessions, taking action when required to minimise risks and stress</li> <li>• Comply with and Support other staff in complying with emergency protocols e.g., animal escape drills, fire etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Have a strong work ethic and 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, both in terms of their presentation and conduct. Have a responsible attitude towards themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations, including working with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others.</li> <li>• standing up for what is right with regards to environment, animal welfare and community</li> <li>• accepting responsibility for own actions, and understanding the impact of these actions on others</li> <li>• an awareness of the limits of your own authority, expertise, training, competence and experience.</li> <li>• knowing when to ask for advice or guidance when unsure and learning from these experiences</li> </ul>



Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Communicate effectively with internal and external stakeholders, tailoring the approach by conveying information in the most suitable manner based on the audience.</p>	<p>Comply with organisational guidelines for communicating with stakeholders</p> <p>Communicate effectively in a timely manner</p> <p>Adapt communication to suit audience</p>	<ul style="list-style-type: none"> <li>• key stakeholders for their area of work, including their organisation structure, organisation mission, regional, national and international associations as appropriate, e.g. BIAZA, EAZA, WAZA, AZA, ZAA</li> <li>• information needs of internal/external audiences, including what information is appropriate and the factors that need to be taken into consideration, such as communicating animal births/deaths to a range of audiences, and methods of communication and the appropriate communication methods for specific audiences, i.e. internal/external, such as presentations, demonstrations, scientific publications, media releases, social media posts, staff meetings, reports</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate information clearly and within a timely manner with internal audiences such as colleagues, vets, managers and contractors, concisely, accurately and in ways that promote understanding ☒ verbally as well as in writing (e.g. daily reports, diaries) adjusting and prioritising information and being mindful of the impact</li> </ul>	<ul style="list-style-type: none"> <li>• Have a strong work ethic and 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, both in terms of their presentation and conduct. Have a responsible attitude towards themselves, others and the animal(s) in their care, showing respect, empathy, patience and tolerance in all situations, including working with methods that reduce any risk of physical injury and emotional stress to animal(s), themselves or others.</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
			<ul style="list-style-type: none"> <li>• Communicate effectively with external audiences such as the scientific community, general public/ visitors and media in a range of contexts including presentations, public speaking, visitor engagement, conservation education activities, customer service and delivering keeper experiences in order to educate about animal life histories and conservation issues, promoting awareness of the role of zoos in conservation and encouraging sustainable behaviour change</li> <li>• Actively listen, process and prioritise information, confirm understanding and react according to level of risk e.g. lost child procedure, animal escape, instruction from senior staff</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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. Seek feedback from a range of sources (peers, managers, colleagues) on personal performance and use it to identify improvements.</li> <li>• Have a positive approach to working within a team to meet organisational objectives, be willing and enthusiastic about developing productive working relationships with colleagues and stakeholders.</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
			<ul style="list-style-type: none"> <li>• Devise and deliver a talk/presentation using a range of appropriate resources such as audio/visual equipment, PowerPoint slides, physical props</li> <li>• Deal appropriately with difficult issues (e.g. visitor/internal conflicts and complaints) following workplace policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Be respectful of fellow workers diversity, views and opinions.</li> <li>• 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. Seek feedback from a range of sources (peers, managers, colleagues) on personal performance and use it to identify improvements.</li> <li>• managing own emotional well-being and resilience</li> <li>• Being aware of how to appropriately use social media responsibly</li> <li>• self-reflection in taking responsibility for own mistakes, reporting them immediately, and identifying lessons learnt</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Research, gather and present information for educational presentations relating to the species in your area, to promote understanding with different audiences such as visitors and other internal stakeholders.</p>	<p>Carry out relevant research Identify accurate and relevant information Present information in a way which promotes engagement and understanding</p>	<ul style="list-style-type: none"> <li>• key stakeholders for their area of work, including their organisation structure, organisation mission, regional, national and international associations as appropriate, e.g. BIAZA, EAZA, WAZA, AZA, ZAA</li> <li>• information needs of internal/external audiences, including what information is appropriate and the factors that need to be taken into consideration, such as communicating animal births/deaths to a range of audiences, and methods of communication and the appropriate communication methods for specific audiences, i.e. internal/external, such as presentations, demonstrations, scientific publications, media releases, social media posts, staff meetings, reports</li> </ul>	<ul style="list-style-type: none"> <li>• Compile information from reliable sources using scientific nomenclature of taxa for a variety of purposes such as gathering information to share with the public and/or science community, researching information to underpin enclosure design and husbandry plans, including use of recognised assessment tools to identify species or habitat conservation status</li> <li>• Design and implement research projects; including a small number of variables or indicators, using tried and tested research methods e.g. single animal case studies of behaviour challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Industry knowledge, respect and empathy for animals.</li> <li>• being open to new ideas, willing to develop skills and new ways of working</li> <li>• being committed to ongoing professional development</li> <li>• taking pride in your work and pride in your organisation</li> </ul>

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• the principles of basic zoology including the classification of taxa, anatomy, physiology, genetics, adaptations, evolution, ecology, behavioural ecology</li> <li>• the increasingly significant role zoos play globally in conserving species and their habitats, including the International Union for Conservation of Nature (IUCN) One Plan conservation approach</li> <li>• the changing roles of zoos and how this applies to their zoo’s collection in relation to conservation, research, education, visitor experience, promotion of positive behaviour change in the public, welfare management, enclosure design</li> <li>• common ethical concerns of the public and the corresponding ethical position taken by their organisation including their organisation’s protocols</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse results and summarise findings using reporting tools including descriptive statistics, listing methods of dissemination of results including where relevant research might be published and considering the implications of findings for practices within their organisation</li> </ul>	

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> <li>• the assessment of conservation status of species and habitats including IUCN red listing, IUCN green listing, the Alliance for Zero Extinction, ZSL’s Edge programme, Biodiversity Action Plan (BAPS)</li> <li>• the importance of zoo research and the types of research undertaken in zoos (e.g. behavioural observation, genetic, nutritional, records based)</li> <li>• the principles of research design and data analysis in a zoo setting including hypothesis creation, ethical approval processes within their organisation, common behavioural observation sampling techniques and how to present findings appropriately e.g. from descriptive statistics, listing methods of dissemination of results etc.</li> </ul>		

Duty	Training requirement	Method of delivery	Provider type	OTJ days
Assist with the preparation of approved diets and carry out the correct feeding procedures, according to the animal's individual needs (e.g. geriatric, disabled, etc.)				12
Clean and maintain exhibits, enclosures and other designated areas, including defects or repairs required to enclosures.				14
Observe the behaviour, health and security and population management of animals and know who and when to escalate concerns and issues to, in a timely manner to ensure the welfare of the animals and visitors.				14
Monitor conditions for animals to ensure they are suitable, checking for signs of disease or distress due to environmental or other factors.				12
Assist and co-operate with colleagues, such as Vets and other animal staff, including formal procedures such veterinary procedures or animal training procedures.				12
Maintain and update healthcare records, both on paper and electronically, monitoring the natural environment of animals and their well-being including temperature and humidity control.				6
Support positive visitor experiences by engaging in interactive presentations with the animals and answering questions in a friendly and helpful manner.				8
Comply with and promote Health and Safety and Emergency policies and procedures, including responsibility of own safety as well as that of animals, visitors and colleagues.				8
Communicate effectively with internal and external stakeholders, tailoring the approach by conveying information in the most suitable manner based on the audience.				6

## Example training specification (continued)

Duty	Training requirement	Method of delivery	Provider type	OTJ days
Research, gather and present information for educational presentations relating to the species in your area, to promote understanding with different audiences such as visitors and other internal stakeholders.				8



## Additional information

### Entry requirements

No entry requirements specified

### Professional recognition

No professional body recognition specified

## Trailblazer membership details

### Chair

Nicola Dinan (London Zoo - ZSL)

### Facilitator

No facilitator

### Employer members

Name	Employer
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### Other members

Name	Employer
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