

apprenticeship FRAMEWORK

Animal Care (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Animal Care (Wales)

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Framework information

Information on the Issuing Authority for this framework:

Lantra

The Apprenticeship sector for occupations in environmental and land-based.

Issue number: 2	This framework includes:
Framework ID: FR03278	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/08/2017	This framework is for use in: Wales

Short description

The Animal Care Apprenticeship frameworks at Level 2 and Level 3 are designed with industry providing apprentices with the competences to carry out their job role and support future progression in the industry.

The Diploma in Work-based Animal Care within the framework has a number of routes which apprentices choose depending on the sub-sector they are working in and these are reflected in the range of jobs such as: animal care assistant, pet shop/retail assistant, dog groomer and dog warden.

Following completion of the Apprenticeship, there are opportunities available, including Further/Higher Education or completing vocational courses at a Land-based College.

Contact information

Proposer of this framework

[The Animal Care Industry Group, which includes employers and associations such as: RSPCA, Cats Protection, The Guide Dogs for the Blind Association and Dogs Trust.]

Developer of this framework

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Revising a framework

Why this framework is being revised

| An extension to the end date of the framework and the term "non-statutory" removed. |

Summary of changes made to this framework

| End date extended and "non statutory" removed. |

Qualifications removed

| N/A |

Qualifications added

| N/A |

Qualifications that have been extended

| N/A |

Purpose of this framework

Summary of the purpose of the framework

The animal care industry covers a wide range of areas including: animal care and welfare, zoos/wildlife establishments, dog grooming, pet care and retail, animal welfare enforcement, animal training, dog/animal wardens and animals in education and entertainment. This provides a range of jobs such as: animal care assistant, pet shop assistant, dog handler (uniformed forces), animal boarding assistant, dog groomer, animal/dog trainer, dog warden and animal management technician.

Animal health and welfare is a priority for all of the industry and the Animal Care Apprenticeships provide a practical entry and progression route that encourage apprentices to develop their skills and knowledge in areas of interest to them.

The animal care industry is important for the land-based and environmental sector in Wales, representing 5% of businesses and 14% of employment within the sector (Lantra Research 2009). This research found that 15% of all establishments within the industry had hard-to-fill vacancies and 11.5% of establishments reported they had skills shortage vacancies. The industry felt that this was because applicants lacked technical/practical skills (animal health and welfare, handling animals), customer relations, written and oral communication skills, planning, organisation and environmental awareness. The aim of the Apprenticeship framework is to upskill entrants in the industry to ensure that they attain the skills to be competent in their job.

The framework will also contribute to meeting the skills priorities in Wales by:

Providing flexible access to a high quality (Level 2 and Level 3) skills programme for animal care

- Incorporating skills to improve the levels of general literacy and numeracy in Wales
- Using technical and competence qualifications, valued by employers, to help their businesses grow
- Developing apprentices' employability skills, making them more attractive to all employers whatever career they choose
- Providing a career pathway into jobs and training at intermediate and higher levels, to provide the skills which the economy needs to grow.

The industry in Wales values the Apprenticeship as an entry route into the sector. Although the uptake is low, Lantra is working with the Welsh providers to increase awareness and uptake across Wales.

During the review of this Apprenticeship, Lantra involved the Welsh members of its industry and virtual group, which accounts for 125 individuals and trade associations, of which 14

represent or are from Wales, such as The Guide Dogs for the Blind Association, RSPCA, Hearing Dogs for the Deaf and Dogs Trust.

It is the view of the animal care industry that because of the nature of their business, work-based learning through Apprenticeships is a good way for apprentices to learn the necessary skills required to work in a practical environment. This important entry mechanism has therefore been highlighted by employers in the Animal Care Industry Action Plan, which states the need to prioritise and increase the awareness and uptake of the Animal Care Apprenticeship framework.

The animal care framework offers one pathway with a number of routes, which is reflective of the areas of work within the animal care industry.

Job roles at Level 2 (Foundation Apprenticeship) may include: animal care assistant, pet shop/retail assistant, animal/dog groomer, dog handler (uniformed forces) and animal boarding assistant.

Job roles at Level 3 (Apprenticeship) may include: dog groomer, animal/dog trainer, dog warden, animal management technician, zoo/animal keeper and pet shop manager.

Aims and objectives of this framework (Wales)

The aim of the Level 2 and 3 Apprenticeships is to encourage new entrants via a work-based route into the industry. The revised framework includes updated qualifications which provide the skills and knowledge needed by employers allowing apprentices the opportunity to fill vacancies and progress within the industry.

The objectives are to:

1. Increase the uptake of both the Foundation Apprenticeship and Apprenticeship in Animal Care by attracting new apprentices into the sector, especially those from under-represented groups, to meet the changing skills needs of employers
2. Upskill those working in animal care jobs to ensure that they attain the skills required to be competent in their profession
3. Increase awareness of the two levels of Apprenticeships with employers and young people
4. Provide clear progression and information to higher level jobs, via Further Education and Higher Education where appropriate.

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Aims and objectives of this framework (Wales)

[N/A]

Entry conditions for this framework

If you are interested in working with animals, there are many different types of jobs, for example working for the RSPCA as an animal care assistant, working with small animals in a pet shop, or working in more of a specialist area as a dog handler, within the armed forces. By taking an apprenticeship in Animal Care you will be able to work towards one of these jobs.

Entry requirements for the Level 2 Foundation Apprenticeship

There are no specific entry requirements to enter the Level 2 Foundation Apprenticeship in Animal Care, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Voluntary experience within the animal care industry
- Have previously worked in, or are currently working within, the industry
- Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal Skills
- Level 1 Certificate in Practical Small Animal Skills
- GCSEs/A levels

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Foundation Apprenticeship, this will be assessed during an initial assessment allowing RPL where appropriate.

Progression opportunities onto Animal Care Foundation Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Entry requirements for the Level 3 Apprenticeship

The animal care industry wants the entry requirements for the Apprenticeship in Animal Care to be flexible, so therefore has suggested that one of the following should be completed:

- NVQ Level 2 in Animal Care
- Level 2 Diploma in Work-based Animal Care
- Level 2 Diploma in Animal Care
- Level 2 Certificate in Practical Animal Care
- Level 2 Certificate in Animal Care
- Practical experience within the animal care industry
- 3 GCSEs (A*-C)/A levels

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Apprenticeship, this will be assessed during an initial assessment allowing RPL where appropriate.

(There are many qualifications within animal care, those named above are a few suggestions).

RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement.

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

Essential Skills Wales

If applicants already have GCSEs in English and Maths they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.

Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales, however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

Competence qualifications

If applicants already have the Level 2/3 competence qualifications for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.

Prior experience

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.

Level 2

Title for this framework at level 2

Animal Care

Pathways for the framework at level 2:

Pathway 1: Animal Care

Level 2, Pathway 1: Animal Care

Description of this pathway

Animal Care is for those maintaining the health and welfare of animals. A minimum of 56 credits.

Entry requirements for this pathway in addition to the framework entry requirements

No additional pathway entry requirements.

Job title(s)	Job role(s)
Pet Shop Assistant/Retail assistant	Work in retail outlets caring for and selling live animals. The work may include: dealing with a range of customer enquiries; helping with deliveries and shelf-filling; feeding and providing water to the animals and cleaning out cages; changing substrate and bedding; removing faeces.
Animal/Dog Groomer	Animal grooming involves the care of dogs, cats and rabbits. This role includes assisting with shampooing, trimming and checking the animals' skin, eyes, ears, mouth, nose, feet and nails for any problems.
Animal Care Assistant	Animal care assistants look after the day-to-day care of animals in a variety of different settings under supervision. The work is carried out in places such as kennels and catteries, animal welfare centres, farm parks and grooming establishments and veterinary hospitals.
Dog Handler (Uniformed Forces)	Dog handlers work with their dogs to help prevent and detect crime or to find lost and missing people. A dog handler and their dog train for a specific purpose. Various organisations use working dogs, such as the police, HM Revenue and Customs, the armed forces, fire and rescue services and prisons.
Animal Boarding Assistant	Animal boarding workers care for animals staying in boarding or quarantine establishments usually while their owners are away. The majority of boarding establishments are provided for dogs and cats. However, there are also boarding facilities available for other animals such as rabbits and parrots.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Level 2 Diploma in Work-based Animal Care

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/6818/0	NPTC/C&G	44	330-440	N/A
B1b	500/6740/0	ABC Awards	44	330-440	N/A

Relationship between competence and knowledge qualifications

There is one qualification, the Level 2 Diploma in Work-based Animal Care, which includes both competence and knowledge.

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (NPTC/C&G or ABC Awards) guidance and will total a minimum of **44 credits**, 10 of which will form the knowledge

element and be assessed via independent methods.

The competence units will be separately assessed to the knowledge units listed below.

The choice of knowledge units will depend on the role and workplace the apprentice is working in and will need to be agreed with the apprentice, employer and providers at the start of the programme.

Knowledge units:

- Ensure your own actions reduce risks to health and safety (5 credits)
- Promote and maintain the health and well-being of animals (4 credits)
- Control and restrain animals (2 credits).

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

[Enter alternative grade/level requirements and reasons here.]

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

The Level 2 Foundation Apprenticeship in Animal Care is valued by the animal care industry as an entry route into the industry.

Progression onto the Foundation Apprenticeship in Animal Care:

There are no specific entry requirements to enter the Level 2 Foundation Apprenticeship in Animal Care, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Voluntary experience within the animal care industry
- Have previously worked in, or are currently working within, the industry
- Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal Skills
- Level 1 Certificate in Practical Small Animal Skills
- GCSEs/A levels

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Foundation Apprenticeship, this will be assessed during an initial assessment allowing RPL where appropriate.

Progression opportunities onto Animal Care Foundation Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Progression from the Level 2 Foundation Apprenticeship:

Apprentices successfully completing the Foundation Apprenticeship have opportunities to progress within the industry by continuing on to the Apprenticeship in Animal Care or other Further Education courses such as:

- Level 3 Diploma in Work-based Animal Care
- Level 3 Award in Practical Animal Care Skills
- Level 3 Certificate in Practical Animal Care Skills
- Level 3 Certificate in Animal Management
- Level 3 Diploma in Animal Management
- Level 3 Extended Diploma in Animal Management.

Typical jobs apprentices will be able to progress onto on completion of the Level 2 Foundation Apprenticeship will depend on the qualifications and experience gained, but could include: zoo/animal keeper; dog groomer; animal/dog trainer; dog warden and animal management technician.

For apprentices who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress further into Higher Education with Foundation Degrees/Degrees. These are explained in the progression from Apprenticeship section.

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UCAS points for this pathway:

|N/A|

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

Within the Foundation Apprenticeship in Animal Care apprentices need to complete the ERR element of this framework.

Lantra's Animal Care ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website <https://www.frameworksandnos.lantra.co.uk/err-workbooks>.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation, which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

Level 3

Title for this framework at level 3

Animal Care

Pathways for the framework at level 3:

Pathway 1: Animal Care

Level 3, Pathway 1: Animal Care

Description of this pathway

Animal Care is for those maintaining the health and welfare of animals. A minimum of 66 credits.

Entry requirements for this pathway in addition to the framework entry requirements

No additional entry requirements.

Job title(s)	Job role(s)
Zoo/Animal Keeper	Zoo keepers are responsible for the day-to-day care and welfare of animals in a zoo, wildlife/safari park, aquarium or special collection. Keepers may work with a wide range of animals from mammals and birds to reptiles and amphibians to fish and invertebrates.
Dog Groomer	Although the majority of animal grooming involves the care of dogs, the industry has grown and become much more diverse. It now also includes grooming services for other animals such as cats and rabbits. Animal grooming can be very rewarding as grooming can prevent and alleviate suffering.
Animal/Dog Trainer	There are many types of animal trainer jobs requiring their own training and skills. The majority of animal training focuses on dogs. However, there are other types of animal training including horses trained to perform in horse shows or wild animal training involving lions or elephants.
Dog Warden	A dog warden will work with a variety of people to raise awareness of the Animal Welfare Act and encourage responsible animal ownership. Dog wardens will work with other welfare organisations to improve the standards of care and welfare for companion animals.
Animal Management Technician	Animal management technicians deal with day-to-day care of animals in colleges, schools and universities. It involves working with a wide range of animals, students, teaching staff and external visitors/agencies. Involvement in holiday/weekend clubs for children could also form part of the role.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Level 3 Diploma in Work-based Animal Care

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/6815/5	NPTC/C&G	54	351	N/A
B1b	500/6738/2	ABC Awards	54	355	N/A

Relationship between competence and knowledge qualifications

There is one qualification, the Level 3 Diploma in Work-based Animal Care, which includes both competence and knowledge.

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (NPTC/C&G or ABC Awards) guidance and will total a minimum of **54 credits**, 10 of which will form the knowledge element and be assessed via independent methods.

The competence units will be separately assessed to the knowledge units listed below.

The choice of knowledge units will depend on the role and workplace the apprentice is working in and will need to be agreed with the apprentice, employer and providers at the start of the programme.

Knowledge units:

- Promote, monitor and maintain health and safety and security (6 credits)
- Plan the handling and restraint of animals (4 credits)
- Plan, supervise and control the movement of animals (4 credits).

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

The animal care industry in Wales values the Level 3 Apprenticeship as an entry/progression route into the industry. From the Level 2 Foundation Apprenticeship there is direct progression onto Level 3, or learners may progress straight onto the Apprenticeship from another programme.

Progression onto the Apprenticeship:

The animal care industry wants the entry requirements for the Apprenticeship to be flexible, so therefore has suggested that one of the following should be completed:

- NVQ Level 2 in Animal Care
- Level 2 Diploma in Work-based Animal Care
- Level 2 Diploma in Animal Care
- Level 2 Certificate in Practical Animal Care
- Level 2 Certificate in Animal Care
- Practical experience within the animal care industry
- 3 GCSEs (A*-C)/A levels

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Apprenticeship, this will be assessed during an initial assessment allowing RPL where appropriate.

Progression opportunities onto the Animal Care Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Progression from the Apprenticeship:

Apprentices successfully completing the Apprenticeship have opportunities to progress within the industry by progressing to other Higher Education courses such as a HNC/D, Foundation Degree (Fdg/FdSc) or Degree (BSc). Examples of courses available across England and Wales include:

- BSc Hons in Animal Science
- FdSc in Animal Behaviour and Welfare
- Fdg in Animal Management
- HNC/D Animal Care
- BSc Animal Welfare
- Fdg Animal Health
- BSc Animal Biology.

For apprentices who wish to continue their development of skills and qualifications beyond Degree level, opportunities exist to progress further into Higher Education with courses such as a Post Graduate Diploma (PGdip) Master's Degree (MSc), including:

- MSc/PGdip in Animal Welfare
- MSc Wild Animal Biology
- MSc/MRes/PGdip in Equine Health and Welfare.

Some useful websites to visit regarding Higher Education are www.ucas.co.uk, or <https://www.prospects.ac.uk> all of these have information about courses and providers along with specific information on entry requirements.

Apprentices looking to progress in their employment from the Apprenticeship may be able to work towards managerial positions such as animal boarding manager or pet shop manager. Progression will be dependent on the qualification and experience an individual possesses, as achievement alone of the Level 3 Apprenticeship does not guarantee entry to these

opportunities.

UCAS points for this pathway:

N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

Within the Apprenticeship in Animal Care learners need to achieve the ERR element of this framework. Lantra's Animal Care ERR workbook contains a number of tasks with shortanswer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website <https://www.frameworksandnos.lantra.co.uk/err-workbooks>.

Apprentices who have undertaken a Foundation Apprenticeship at Level 2 may have already completed the ERR workbook or they may have undertaken an accredited unit. These apprentices will not be required to repeat this section.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation, which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them

6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
 7. Knows where and how to get information and advice on their industry, occupation, training and career
 8. Can describe and work within their organisation's principles of conduct and codes of practice
 9. Recognises and can form a view on issues of public concern that affect their organisation and industry.
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How equality and diversity will be met

Animal care industry

The animal care industry employees are mainly females 63%, which is significantly higher than the sector average of 32% female employees and Wales's average at 29%. Whilst the industry doesn't preclude males from working in the sector, it is suggested that the imbalance is due to an out-dated perception of animal care employment as traditionally a female dominated industry despite many roles in animal care being carried out by males. It is interesting to note that Further Education enrolments onto animal care related learning programmes are also mainly females at 81% compared with work-based learning enrolments 74%.

There is a wide range of hands-on roles for people of all ages and abilities together with an increasing need for skilled managerial, high-tech and specialist people. Lantra's research predicts that 110,000 people will be needed over the next decade across the land-based sector.

The industry offers a wide range of opportunities in such a diverse industry, from handling, supervising and caring for animals from small and domestic and exotic pets to wildlife and zoo animals. Employers are looking for employees who show enthusiasm and have basic employability skills such as team working, turning up on time and communication skills.

There are no actual barriers to recruitment into the industry, although there may be some physical restrictions in parts of the animal care industry especially while working with and handling animals. This should not rule anyone out as there may be opportunities for people with a physical disability to work elsewhere in the industry. Indeed, the industry is very experienced in dealing with people with physical restrictions, as the Guide Dogs for the Blind and Hearing Dogs for Deaf People operate within this industry.

Care should be taken by providers and employers that unfair discrimination does not occur.

Apprenticeships are seen as an important route to encourage and facilitate a greater diversity of individuals into the industry. Training providers MUST comply with the Equality Act 2010 to ensure that

applicants are not discriminated against in terms of entry to the industry, using the nine legally protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity

7. Race
8. Religion and Belief
9. Sexual orientation

Resolutions and further work

The units within the Diploma in Work-based Animal Care have been written in collaboration with partner awarding organisations to ensure that they are free from bias, accessible to all apprentices and are applicable to a wide range of roles and businesses within Animal Care. Because of the diverse nature of the Animal Care sector the Diploma in Work-based Animal Care has been developed from these units to allow maximum flexibility and choice within the rules of combination.

Lantra will work with its Animal Care Industry Group to promote the need for skilled managerial, high-tech and specialist people. This will also take into account the need to increase male and ethnic participation in the industry. Activities will include:

- Increasing the awareness of the Animal Care Apprenticeship with specific promotions, in particular focusing on under-represented groups, males etc
- Increasing marketing and communications, highlighting the opportunities to a wide range of careers
- Using Lantra's careers web pages to inform careers advisors and apprentices of the opportunities available in the industry.

Through the Animal Care Industry Group, issues relating to standards, training and business productivity have been identified and the group has developed an industry action plan to prioritise issues such as recruitment and upskilling within the industry.]

On and off the job training

Summary of on- and off-the-job training

Off-the-job training is defined as time for learning activities away from normal work duties.

On-the-job training is defined as skills, knowledge and competence gained within normal work duties.

Total learning hours:

Foundation Apprenticeship (Level 2) The total amount of learning hours which includes both on and off the job training for the Animal Care Foundation Apprenticeship is 575 over an 18 month period.

Apprenticeship (Level 3)

The total amount of learning hours which includes both on and off the job training for the Animal Care Apprenticeship is 596 over a 24 month period.

Off-the-job training

For this framework the amount of off-the-job training is as follows:

Foundation Apprenticeship (Level 2)

Animal Care Foundation Apprenticeship - a minimum of 200 off-the-job training hours must be delivered throughout the 18 month duration of the programme.

Apprenticeship (Level 3)

Animal Care Apprenticeship - a minimum of 200 off-the-job training hours must be delivered throughout the 24 month duration of the programme.

How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification.

Previous attainment

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either the Qualifications and Credit Framework (QCF) credit transfer for achievements within the QCF, or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning Qualifications.

For learners who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the Apprenticeship Certificate.

Previous experience

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised (see QCF guidance on Claiming Credit for further details). To count towards Apprenticeship certification, previous experience must be recorded using the appropriate awarding organisation's QCF Recognition of Prior Learning procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For learners with prior uncertificated learning experience, the off-the-job learning must have been acquired within five years of application for the Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for five years.

Off-the-job training needs to:

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers, guided study and induction.

Examples of off-the-job training for the Animal Care Apprenticeship are:

- Animal species and husbandry requirements
- Animal health and welfare
- Essential skills in communication and application of number
- Apprenticeship/Apprenticeship in Animal Care
- Human and animal first aid training
- Taught sessions contributing to employee rights and responsibilities knowledge
- Induction where activities are covered away from normal work duties.

Evidence of off-the-job training

- Level 2/3 Diploma in Work-based Animal Care
- Level 1/2 Essential Skills in communication and application of number
- Employee rights and responsibilities
- Induction.

Foundation Apprenticeship/Apprenticeship

Information Communication Technology Essential Skills has not been included within the Foundation Apprenticeship/Apprenticeship. Following consultation with employers in the sector, it has been identified that the qualifications did not fit industry needs for both levels of apprenticeship because the use of ICT in Animal Care is limited, although it is recognised that IT systems maybe used in some parts of the industry.

ICT Essential Skills is not mandatory within both levels of apprenticeship, however the apprentice should be encouraged when necessary as they provide valuable skills. This will be monitored and reviewed in the future.

Off-the-job training must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer. |

On-the-job training

For this framework the amount of on-the-job training is as follows:

Foundation Apprenticeship (Level 2)

- Animal Care Foundation Apprenticeship – a minimum of 375 on-the-job training hours must be delivered throughout the 18 month duration of the programme.

Apprenticeship (Level 3)

- Animal Care Apprenticeship – a minimum of 396 on-the-job training hours must be delivered throughout the 24 month duration of the programme.

How this requirement will be met

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant Qualifications and Credit Framework (QCF) credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation' allowing for RPL.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a Credit and Qualifications Framework Wales (CQFW) recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years from the date of application for the Apprenticeship Certificate or

have been continuously employed in the industry for five years.

Job roles within the Animal Care Apprenticeship require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

Examples of on-the-job activities that a learner will be focusing on within the workplace for the Animal Care Apprenticeship are:

- Animal species and husbandry skills
- Safe use of equipment
- Environmental awareness
- Employability skills
- Team working and communications
- Task specific workplace instruction or team briefings
- Taught sessions by the workplace line manager/instructor as opposed to formal planned taught sessions off-the-job on employee rights and responsibilities knowledge

**Induction where activities are covered within normal work duties.
Evidence of on-the-job training**

- Level 2/3 Diploma in Work-based Animal Care
- Level 1/2 Essential Skills

Foundation Apprenticeship/Apprenticeship

Information Communication Technology Essential Skills has not been included within the Foundation Apprenticeship/Apprenticeship. Following consultation with employers in the sector, it has been identified that the qualifications did not fit industry needs for both levels of apprenticeship because the use of ICT in Animal Care is limited, although it is recognised that IT systems maybe used in some parts of the industry.

ICT Essential Skills is not mandatory within both levels of apprenticeship, however the apprentice should be encouraged when necessary as they provide valuable skills. This will be monitored and reviewed in the future.

On-the-job training must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer.]

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the qualifications listed in this document.

Improving own learning and performance

Industry felt that improving own learning and performance is sufficiently covered by the planning, monitoring and evaluating of the apprentice's progress within the review carried out with their supervisor and tutor.

However, providers and apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.]

Working with others

Industry felt that working with others was sufficiently covered by the whole Apprenticeship programme as apprentices will be working in a small team in an animal care establishment.

However, providers and apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.]

Problem solving

Industry felt that problem solving was sufficiently covered by the animal care competence qualification as apprentices will be resolving problems as part of their learning and work, in particular when monitoring the health of animals.

However, providers and apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.]

Additional employer requirements

Level 2 Foundation Apprenticeship

There are no additional employer requirements.

Level 3 Apprenticeship

All apprentices are advised to complete the following additional employer requirements, which will enhance the apprenticeship and facilitate progression within the industry:

- Emergency First Aid (one-day course approved by the Health and Safety Executive).

apprenticeship **FRAMEWORK**

For more information visit-
www.acwcerts.co.uk/framework_library