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Llywodraeth Cymru
Welsh Government

0208 Welsh Apprenticeship Pathways

in

Animal Care

The content of these Pathways has been agreed by Lantra. These are the only apprenticeship Pathways in the Agriculture & Environment sector approved for use in Wales that are eligible for Welsh Government funding.

More Information can be obtained from:

FEAD DfES • Ty Afon
Bedwas Rd • Bedwas
Cf838WT

DfES-ApprenticeshipUnit@gov.wales
Gwefan • website: www.llyw.cymru
www.gov.wales

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LEARNING PROGRAMME CONTENT

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications
- Essential Skills
- On/off the job training

The total minimum credit value required for the **Level 2 Animal Care** (including qualifications and Essential Skills) is: **56 credits**

The total minimum credit value required for the **Level 3 Animal Care** (including qualifications and Essential Skills) is: **72 credits**

The credit values provided in this document are minimum credits, however, there may be a range of credits above this minimum available, depending on qualification and optional units/routes chosen in line with the relevant awarding organisation's guidance.

DURATION

Level 2:

12-18 months (flex.)

Level 3:

18-24 months (flex.)

ENTRY REQUIREMENTS

Level 2: 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 prior to starting to understand the sector and the commitment required:

- 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.

Level 3: Animal Care

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 / 9-4)/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).

APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)

Level 2: Animal Care

Qualifications

Participants must achieve **one of the following combined qualifications** below.

City & Guilds Level 2 Diploma in Work-based Animal Care					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time (TQT)	Combined / Competence / Knowledge	Qualification Assessment Language(s)
City & Guilds	500/6818/0	44	440 TQT	Combined	English only

Please see [Annex 1](#) for the relationship between the competence and knowledge units within the combined qualification.

Essential Skills Wales (ESW)

Level 2: Animal Care	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6

WEST (Wales Essential Skills Toolkit) is compulsory and training providers may be able to create their own sector specific questions using guidance provided by Welsh Government. <https://www.tribalgrou.com/software-and-services/student-information-systems/wales-essential-skills-toolkit>

On/Off the Job Training

As the duration of the Foundation Apprenticeship is flexible (12-18 months), the total amount of learning hours, which includes both on and off the job training, will also vary. Based on annual full-time working hours, this will be 1615 hours for 12 months, for any other duration pro rata.

Suitable mix / flexible - recommended as minimum at around 20% off the job. Depending on duration of apprenticeship, this will be 323 hours per year off the job training.

These hours may vary depending on previous experience and attainment of the apprentice, and the time taken to complete the apprenticeship programme.

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Animal Care	Based on annual full-time working hours 1292 per year	20% recommended, based on annual full-time working hours: 323 hours per year

On/Off the Job Qualification details (Minimum Credit & Hours)

44 credits/440 hours TQT for City & Guilds Level 2 Diploma in Work-based Animal Care

On/Off the Job Essential Skills details (Minimum Credit & Hours)

6 credits/60 hours TQT for Level 1 Essential Skills Wales Communication
6 credits/60 hours TQT for Level 1 Essential Skills Wales Application of Number

Level 3: Animal Care

Qualifications

Participants must achieve **one of the following combined qualifications** below.

City & Guilds Level 3 Diploma in Work-based Animal Care					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time (TQT)	Combined / Competence / Knowledge	Qualification Assessment Language(s)
City & Guilds	500/6815/5	51	510 TQT	Combined	English only

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

Essential Skills Wales (ESW)

Level 3: Animal Care	Level	Minimum Credit Value
Communication	2	7
Application of Number	2	7
Digital Literacy	2	7

WEST (Wales Essential Skills Toolkit) is compulsory and training providers may be able to create their own sector specific questions using guidance provided by Welsh Government. <https://www.tribalgroupp.com/software-and-services/student-information-systems/wales-essential-skills-toolkit>

On/Off the Job Training

As the duration of the Apprenticeship is flexible (18-24 months), the total amount of learning hours, which includes both on and off the job training, will also vary. Based on annual full-time working hours, this will be 1615 hours for 12 months, for any other duration pro rata.

Suitable mix / flexible - recommended as minimum at around 20% off the job. Depending on duration of apprenticeship, this will be 323 hours per year off the job training.

These hours may vary depending on previous experience and attainment of the apprentice, and the time taken to complete the apprenticeship programme.

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Animal Care	Based on annual full-time working hours 1292 per year	20% recommended, based on annual full-time working hours: 323 hours per year

On/Off the Job Qualification details (Minimum Credit & Hours)

51 credits/510 hours TQT for City & Guilds Level 3 Diploma in Work-based Animal Care

On/Off the Job Essential Skills details (Minimum Credit & Hours)

7 credits/70 hours TQT for Level 2 Essential Skills Wales Communication
 7 credits/70 hours TQT for Level 2 Essential Skills Wales Application of Number
 7 credits/70 hours TQT for Level 2 Essential Skills Wales Digital Literacy

OTHER ADDITIONAL REQUIREMENTS

Level 2

Learners should be encouraged to take additional courses, such as certificates in:

- Improving own learning and performance
- Working with others

- Problem solving
- Equality
- Safe Manual Handling
- Mental Health Support
- Mindfulness
- Welsh Culture
- Safeguarding
- Emergency First Aid (one-day course approved by the Health and Safety Executive)
- Animal First Aid.

Level 3

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).
- Animal First Aid

Further, learners should be encouraged to take additional courses, such as certificates in:

- Improving own learning and performance
- Working with others / Team Working
- Problem Solving
- Equality / Diversity / Social Inclusion
- Safe Manual Handling
- Mental Health Support
- Mindfulness
- Welsh Culture
- Safeguarding
- Leadership and Management / Supervising and Delegating
- Communication

JOB ROLES

Level 2: Animal Care

Job roles at Level 2 (Foundation Apprenticeship) may include:

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 day care, kennels and catteries, animal welfare or rescue centres, wildlife centres, farm parks, zoos/animal collections, pet services, breeding or grooming establishments and veterinary hospitals.

Dog Handler	A dog handler and their dog train for a specific purpose. Dog handlers work with their dogs to help prevent and detect crime or to find lost and missing people. Various organisations use working dogs, such as the police, HM Revenue and Customs, the uniformed/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.
Zookeeper's Assistant	A zookeeper's assistant performs many of the same tasks as a zookeeper, such as feeding the animals and monitoring their wellbeing, but does so under the supervision of a head zookeeper, animal curator or other senior staff.
Wildlife Assistant	The Wildlife Assistant role is fundamental to the operation of a wildlife centre's core objective in assisting the Wildlife Supervisor with admitting sick, injured and orphaned wild animals, providing effective rehabilitation and husbandry and releasing them back into the wild. Wildlife Assistants may have different areas of expertise and see all sorts of animals, from garden birds to hedgehogs, fully grown swans to tiny cygnets.
Dog Walker	Dog walkers offer their services, helping owners to exercise their pets.
Pet Sitter	Pet sitters offer their services, helping owners during their absence to care for the pets. It can include pet/dog sitting in the owner's home, puppy / pet visits, and pet taxis.
Animal Encounters Officer/Assistant	Animal Encounters Officers may assist academic staff within a school or college and help with supervision of students and technical assistance and advice as required. They carry out day-to-day routine care of the organisation's animal stock in accordance with the animal welfare policy to include cleaning out of accommodation, provision of feed, water, bedding, nesting material, and daily health checks. The role may include contributing to the coordination and supervision of animal interactive education sessions, taster days and activities for prospective students or the public in liaison with the organisation.

Level 3: Animal Care

Job roles at Level 3 (Apprenticeship) may include:

Zoo/Animal Keeper	Zookeepers 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.
Animal/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.

Animal Management Technician / Animal Encounters Officer	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.
Animal/Dog Handler	Dog handlers are responsible for working animal carrying out their daily duties. Animals will be already trained, and the handler's responsibility is to maintain the standards of training through positive reinforcement whilst maintaining animal welfare. This could involve other animals.
Animal Care/Welfare Supervisor	Animal Care/Welfare Supervisors carry out and supervise tasks such as cleaning, disinfecting and maintaining a high standard. This can include animal accommodation, exercise and food areas and all staff and public facilities, as well as supervising the care of animals. Day to day supervision and training of Animal Care Assistants and volunteers, and ensuring staff adhere to Health and Safety measures may also be part of the role. Animal Care/Welfare Supervisors may work alongside the Consulting Veterinary Surgeons to examine and treat animals, ensuring medications are administered at specified intervals, and carry out routine assessments on animal behaviour prior to rehoming, keeping managers informed and up to date. The work is carried out in places such as day care and boarding facilities, kennels and catteries, animal welfare or rescue centres, encounters, wildlife centres, farm parks, zoos/animal collections, pet services, breeding or grooming establishments and veterinary hospitals.
Wildlife Supervisor	The Wildlife Supervisor role is fundamental to the operation of a wildlife centre's core objective to admit sick, injured and orphaned wild animals, provide effective rehabilitation and husbandry and release them back into the wild. Wildlife Supervisors may have different areas of expertise and see all sorts of animals, from garden birds to hedgehogs, fully grown swans to tiny cygnets. They supervise tasks carried out by staff, such as Wildlife Assistants, and volunteers.
Animal Boarding Manager	Animal Boarding Managers are responsible for the daily operations of the boarding facilities, such as kennels, and care of the animals kept under their supervision. They must oversee the animals kept in their boarding facilities to ensure that they are cared for properly.
Pet Shop / Retail Manager/Supervisor	Supervisory/managerial roles in pet stores and retail usually means being involved in absolutely everything in the store, such as recruitment, stock control and store standards. It can include tasks such as ensuring that the store delivers an exceptional standard of customer service to customers through the vast amount of pet knowledge and expertise that the Pet Store / Retail Manager/Supervisor and their team can offer. Pet Store / Retail Managers/Supervisors will deliver the highest standards of pet care and ensure that the welfare of pets is a top priority, promoting responsible pet ownership. The role can include taking a key role in supervising, motivating, training and developing the team, as well as playing a fundamental part of running a store and contributing towards achieving and exceeding key store targets.
Animal Welfare Inspector / Animal	Animal Welfare Inspectors / Animal Welfare Enforcement Officers enforce law and educate public on prevention of cruelty to animals.

Welfare Enforcement Officer	Tasks may include responding to calls placed either directly with their organisation or on referrals from external agencies (including the police), attending the site, discussing the details of the criticism with the potential offender, offering advice and support, and where necessary, beginning a legal process for the animal to be removed from the supervision of the individual. As well as civic cases, Animal Welfare Inspectors / Animal Welfare Enforcement Officers will often find themselves in rescue scenarios. Animals can become trapped, beached, injured or placed in situations of high stress, and it is the job of the Animal Welfare Inspectors / Animal Welfare Enforcement Officers to assist with the rescue and subsequent placement of the animal into a safe environment.
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PROGRESSION

Level 2: Animal Care

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

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
- Level 3 Award in Animal Training
- Level 3 Diploma in Dog Grooming
- Level 3 Certificate in the Principles of Animal Management within a Pet Store
- Level 3 Award in the Principles of Animal Management within a Pet Store

Further opportunities for progression, such as Level 3 Veterinary Nursing Apprenticeship/qualifications will be dependent on the qualifications and experience an individual possesses and specific requirements of the relevant awarding and regulatory bodies, as achievement alone of the Apprenticeship does not guarantee entry to these opportunities.

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.

Level 3: Animal Care

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 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 Level 3 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
- L4 Award in Animal Training Instructor.

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 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.

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.

EQUALITY & DIVERSITY

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The Protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

Animal care industry

The animal care industry employees are mainly females 67%, which is significantly higher than the percentage of female employees of the UK labour market (47%), as well as the land-based sector average of 32% female employees (Wales's average at 29%). Whilst the industry does not 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.

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.

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.

Training providers and employers are required to ensure 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.

Resolutions and further work

The units within the Diplomas 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 works with the Animal Care industry to promote the need for skilled managerial, high-tech and specialist people. This takes into account the need to increase male participation and ethnic diversity in the industry. Activities include: Marketing and communications, highlighting the opportunities to a wide range of careers and target groups.

The industry identified different cultural perceptions of pet keeping (and therefore pet care roles) as a potential barrier, which may impact on people entering the industry.

Industry groups have signalled they are considering looking at ways in which the sector can engage with communities at grass roots level to encourage even wider interest in the sector from all cultural and socioeconomic groups. For example, "champions" in primary and secondary schools raising awareness through events, presentations, posters etc.

EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16-18 year group) receive a company induction programme.

ERR should be carried out during induction, revisited briefly on a routine basis, and recorded.

RESPONSIBILITIES

It is the responsibility of the Training Provider / Employer to ensure that the requirements of this Pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

Further information may be obtained from:

Welsh Government
DfES-ApprenticeshipUnit@gov.wales

ANNEX 1

Relationship between competence and knowledge qualifications

Level 2 – Animal Care

There is one combined qualification, which includes both, competence and knowledge:

City & Guilds Level 2 Diploma in Work-based Animal Care
500/6818/0 44 credits 440 hours TQT 330 GLH

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (City & Guilds) guidance and will total a minimum of 44 credits (depending on the route chosen).

The units will be assessed by the gathering of work-based evidence into a portfolio, and via multiple-choice knowledge test. The authenticity, sufficiency and validity of the evidence will be judged by the assessor.

The choice of units will - within the requirements of the awarding organisation's (City & Guilds) guidance - depend on the role and workplace the apprentice is working in and will need to be agreed with the apprentice, employer and provider at the start of the programme.

Knowledge units

- 201 - Maintain and develop personal performance (1 out of 2 credits knowledge)
- 202 - Establish and maintain effective working relationships with others (1 out of 2 credits knowledge)
- 203 - Promote and maintain the health and well-being of animals (2 out of 4 credits knowledge)
- 204 - Deliver basic treatments to animals (3 out of 5 credits knowledge)
- 205 - Select and prepare accommodation for animals (2 out of 3 credits knowledge)
- 206 - Maintain animal accommodation (2 out of 3 credits knowledge)
- 207 - Control and restrain animals (1 out of 2 credits knowledge)
- 208 - Moving animals between locations (1 out of 2 credits knowledge)
- 209 - Make sure your own actions reduce risks to health and safety (2 out of 5 credits knowledge)
- 210 - Maintain the cleanliness and bio security of the animal care working environment (3 out of 5 credits knowledge)
- 211 - Provide controlled exercise opportunities for animals (2 out of 4 credits knowledge)
- 212 - Provide opportunities for animals to have freedom to exercise (1 out of 4 credits knowledge)
- 213 - Train animals through basic training programmes (3 out of 5 credits knowledge)
- 214 - Contribute to the evaluation and implementation of basic animal training programmes (2 out of 3 credits knowledge)
- 215 - Welcome, receive and care for visitors to sites (2 out of 3 credits knowledge)
- 216 - Carry out reception duties (1 out of 2 credits knowledge)
- 217 - Handle payments from clients (1 out of 2 credits knowledge)
- 218 - Prepare and groom dogs prior to bathing (2 out of 4 credits knowledge)
- 219 - Bathe and clean dogs (2 out of 3 credits knowledge)
- 220 - Prepare and groom animals (2 out of 4 credits knowledge)
- 221 - Dry dogs and prepare their coat for styling (1 out of 3 credits knowledge)
- 222 - Communicate information within the workplace (1 out of 2 credits knowledge)

- 223 - Maintain and store records within the workplace (1 out of 2 credits knowledge)
- 224 - Prepare feed for animals (1 out of 2 credits knowledge)
- 225 - Provide feed and water to animals (2 out of 3 credits knowledge)
- 226 - Handle animals to enable them to work effectively (3 out of 6 credits knowledge)
- 227 - Care for animals after they have worked (2 out of 4 credits knowledge)
- 228 - Load and unload animals for transportation (2 out of 3 credits knowledge)
- 236* - Prepare for and carry out searches using a dog (1 out of 3 credits knowledge)
- 237* - Maintain and develop the performance of dogs (1 out of 4 credits knowledge)
- 239 - Operate radio communications equipment (1 out of 2 credits knowledge)
- 240 - Keep stock at required levels in a retail environment (2 out of 3 credits knowledge)
- 241 - Provide information and advice to customers in a retail environment (3 out of 5 credits knowledge)
- 242 - Process payments for purchases in a retail environment (2 out of 4 credits knowledge)
- 536* - Prepare for and carry out searches using a dog (1 out of 3 credits knowledge)
- 537* - Maintain and develop the performance of dogs (1 out of 4 credits knowledge)

ANNEX 2

Relationship between competence and knowledge qualifications

Level 3 – Animal Care

There is one combined qualification, which includes both, competence and knowledge:

City & Guilds Level 3 Diploma in Work-based Animal Care			
500/6815/5	51 credits	510 hours TQT	346 GLH

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (City & Guilds) guidance and will total a minimum of 51 credits (depending on the route chosen).

The units will be assessed by the gathering of work-based evidence into a portfolio, and via a short written answer test and assignment. The authenticity, sufficiency and validity of the evidence will be judged by the assessor.

The choice of units will - within the requirements of the awarding organisation's (City & Guilds) guidance - depend on the role and workplace the apprentice is working in and will need to be agreed with the apprentice, employer and provider at the start of the programme.

Knowledge units

- 301 - Implement, monitor and evaluate plans for the health and welfare of animals (2 out of 6 credits knowledge)
- 302 - Promote, monitor and maintain health, safety and security of the workplace (3 out of 6 credits knowledge)
- 303 - Plan the handling and restraint of animals (2 out of 4 credits knowledge)
- 304 - Plan, supervise and control the movement of animals (2 out of 4 credits knowledge)
- 305 - Investigate reported abuse or harm to animals and act appropriately (4 out of 8 credits knowledge)
- 308 - Co-ordinate the care of animals that have been abused, harmed, strayed or abandoned (3 out of 5 credits knowledge)
- 309 - Provide advice and guidance on the choice and care of animals to prospective keepers (4 out of 7 credits knowledge)
- 310 - Assess the suitability of new environments for the placement of animals (4 out of 7 credits knowledge)
- 311 - Plan the establishment and management of wild animal populations (3 out of 5 credits knowledge)
- 312 - Monitor and evaluate the establishment and management of wild animal populations (2 out of 4 credits knowledge)
- 313 - Provide information on how to maintain the behaviour, health and welfare of animals (1 out of 2 credits knowledge)
- 314 - Recognise and interpret the behaviour of animals (2 out of 4 credits knowledge)
- 315- Contribute to the prevention of aggressive and abusive behaviour of people (2 out of 4 credits knowledge)
- 316 - Contribute to managing aggressive and abusive behaviour of people (3 out of 5 credits knowledge)
- 317 - Assess and plan dog grooming work (2 out of 4 credits knowledge)

- 318 - Sell over the counter medicines and treatments for the care of animals (4 out of 7 credits knowledge)
- 319 - Provide information to customers seeking advice about symptoms and over-the-counter medications for the care of animals (4 out of 7 credits knowledge)
- 320 - Evaluate the match between individuals and animals (2 out of 4 credits knowledge)
- 321 - Design integrated training programmes for people and animals to realise their combined potential (2 out of 4 credits knowledge)
- 322 - Implement integrated training programmes for individuals and animals to realise their agreed Outcomes (3 out of 5 credits knowledge)
- 323 - Evaluate integrated training programmes for people and animals against agreed outcomes (2 out of 4 credits knowledge)
- 324 - Plan and prepare to release native animals into natural habitats (3 out of 5 credits knowledge)
- 325 - Recommend animals to meet entertainment and educational requirements in the audio-visual industries (2 out of 5 credits knowledge)
- 326 - Provide budgetary information for the animal's role for audio-visual requirements (4 out of 7 credits knowledge)
- 327 - Plan the transportation and transfer of animals for entertainment and education (2 out of 3 credits knowledge)
- 328 - Plan temporary accommodation for animals in entertainment and education environment (2 out of 3 credits knowledge)
- 329 - Plan the care of animals in entertainment and education (2 out of 3 credits knowledge)
- 330 - Prepare the animal for entertainment and education (3 out of 6 credits knowledge)
- 331 - Prepare artiste to work with the animal (2 out of 4 credits knowledge)
- 332 - Work the animal to achieve entertainment and education requirements (2 out of 3 credits knowledge)
- 333 - Carrying out styling and finishing of dogs (3 out of 6 credits knowledge)
- 334 - Prepare and construct new structures or surfaces (2 out of 5 credits knowledge)
- 335 - Handle animals (1 out of 2 credits knowledge)
- 336 - Plan diets and feeding regimes for animals (3 out of 6 credits knowledge)
- 337 - Monitor and evaluate the feeding of animals (2 out of 3 credits knowledge)
- 338 - Select and prepare animals for breeding (2 out of 4 credits knowledge)
- 339 - Manage the care of young animals (2 out of 3 credits knowledge)
- 340 - Plan the accommodation of animals (3 out of 4 credits knowledge)
- 341 - Monitor and evaluate the accommodation of animals (2 out of 4 credits knowledge)
- 342 - Select animals for training (2 out of 4 credits knowledge)
- 343 - Design individual training programmes for animals (2 out of 4 credits knowledge)
- 344 - Implement individual training programmes for animals (2 out of 4 credits knowledge)
- 345 - Evaluate and improve training programmes which enable animals to achieve specific objectives (1 out of 2 credits knowledge)
- 346 - Establish animals in a new environment (1 out of 3 credits knowledge)
- 347 - Prepare for the transportation of animals (2 out of 4 credits knowledge)
- 348 - Maintain the health and welfare of animals during transportation (2 out of 4 credits knowledge)
- 349 - Plan, monitor and evaluate the transportation of animals (2 out of 3 credits knowledge)
- 350 - Determine and agree policies for the management of animals (3 out of 5 credits knowledge)

- 351 - Monitor and evaluate the implementation of animal management policies (2 out of 4 credits knowledge)
- 352 - Motivate and recognise voluntary effort (3 out of 5 credits knowledge)
- 353 - Manage the work of volunteers (3 out of 6 credits knowledge)
- 354 - Prepare and maintain the operational condition of work boats (3 out of 6 credits knowledge)
- 355 - Operate work boats (3 out of 6 credits knowledge)
- 356 - Prepare interpretive entertainment and educational activities (2 out of 4 credits knowledge)
- 357 - Deliver and evaluate interpretive entertainment and educational activities (2 out of 4 credits knowledge)
- 358 - Protect the environment through legal enforcement (3 out of 8 credits knowledge)
- 359 - Organise the receipt and storage of goods in a retail environment (6 out of 11 credits knowledge)
- 361 - Maintain the availability of goods for sale to customers in a retail environment (6 out of 11 credits knowledge)
- 362 - Evaluate the receipt of payments from customers (5 out of 9 credits knowledge)
- 363 - Improve the customer relationship (2 out of 7 credits knowledge)
- 364 - Work with others to improve customer service (2 out of 8 credits knowledge)
- 365 - Conduct priority and volume investigations (Skills for Justice) (3 out of 5 credits knowledge)
- 366 - Interview victims and witnesses in relation to priority and volume investigations (Skills for Justice) (3 out of 5 credits knowledge)
- 367 - Interview suspects in relation to priority and volume investigations (Skills for Justice)
 - (2 out of 5 credits knowledge)
- 368 - Prepare and submit case files (Skills for Justice) (2 out of 5 credits knowledge)
- 369 - Present information to courts or other hearings (Skills for Justice) (3 out of 5 credits knowledge)
- 370 - Undertake covert searches with dogs (1 out of 3 credits knowledge)
- 371 - Enable learning through demonstration and instruction (2 out of 4 credits knowledge)
- 372 - Plan, co-ordinate and evaluate general purpose service (working) dog team(s) under operational conditions (5 out of 10 credits knowledge)