

**Learner Unit Achievement Checklist**

**SEG Awards Level 2 Certificate in Practical Animal Care Skills (Zoos/Wildlife Establishments)**

**501/0135/3**

###### SEG Awards Level 2 Certificate in Practical Animal Care Skills (Zoos/Wildlife Establishments)

## Centre Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**H/502/1507 Promote and maintain the health and well-being of animals - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Treat animals in a way which consistent with relevant legislation, minimises any likelihood of stress and injury, and maintains their health and welfare**1.2** Provide animals with sufficient and effective opportunities to move, and maintain physical functioning**1.3** Monitor and report the animals’ physical condition and behaviour at suitable intervals to include the following: (i) appearance (ii) posture and movement (iii) behaviour (iv) bodily functioning (v) social interaction**1.4** Identify, record and report five abnormal signs that might indicate the following: (i) disease (ii) disability (iii) disorders (iv) pest infestation (v) trauma (vi) stress**1.5** Carry out two of the following procedures to promote animal’s health and welfare correctly and at a suitable time for the animals concerned: (i) preventative care (ii) environmental adjustment (iii) changing feed or water provision**1.6** Record and report animals’ reaction to specific procedures**1.7** Seek assistance immediately for any animals health or welfare emergency and initiate action as appropriate to the situation |  |  |  |  |
| **2.1** Work in a way which maintains health and safety and is consistent with relevant legislation, codes of practice and any additional requirements**2.2** Dispose of waste safely and correctly |  |  |  |  |
| **3.1** Provide clear and accurate information for recording purposes |  |  |  |  |
| **4.1** Identify the purpose for which the animals are being kept**4.2** Describe how to promote the health and general welfare of animals and minimise any stress or injury for at least two species of animals**4.3** Describe why animals need exercise and how the type and amount varies at different stages in an animal’s life**4.4** Provide examples of how two different species of animals maintain their own physical condition and appearance**4.5** Describe all the visual signs which indicate the following potential problems with an animal’s health and welfare: (i) disease (ii) disability (iii) disorders (iv) pest infestation (v) trauma (vi) stress**4.6** Describe two types of preventative care used to maintain the health and welfare of animals**4.7** State how the environment may be adjusted to maintain two species of animals’ health and welfare**4.8** State the importance of providing an adequate supply of feed and water |  |  |  |  |
| **5.1** Outline the current health and safety, animal welfare legislation, codes of practice and any additional requirements**5.2** Describe how environmental damage can be minimised**5.3** Describe the correct methods for disposing of waste |  |  |  |  |
| **6.1** Identify the types of records required and explain the importance of accurate record keeping |  |  |  |  |
| **TUTOR COMMENTS:****Name: Signature: Date:**  |

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**Y/502/1505 Deliver basic treatments to animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Use the correct technique to give the specified treatment at the correct time. Treatments to include: (i) cleaning and hygiene procedures (ii) basic health care treatments (iii) routine procedures**1.2** Immediately seek assistance when it is not possible to carry out the treatment**1.3** Ensure records of the treatment are accurate, legible and complete and comply with any legislative requirements**1.4** Observe animals after treatments and immediately report any unusual signs |  |  |  |  |
| **2.1** Provide the following current and uncontaminated prescribed medication only for the intended animal: (i) preventative (ii) prescriptive**2.2** Use and store drugs, medications and equipment in accordance with veterinary instructions and organisational policy |  |  |  |  |
| **3.1** Work in a way which maintains health and safety and is consistent with relevant legislation, codes of practice and any additional requirements**3.2** Dispose of waste safely and correctly |  |  |  |  |
| **4.1** Describe the equipment to select for each treatment**4.2** Describe how to administer prescribed basic health care treatments**4.3** State the importance of keeping to instructions for basic health care treatments**4.4** Describe the potential consequences of not keeping to instructions and procedures for carrying out treatments**4.5** Describe how to use restraint techniques**4.6** State the reasons and legislative requirements for ‘withdrawal periods’ for animals**4.7** Outline the reasons for personal hygiene and safety precautions (e.g. communicable diseases between animals and humans)**4.8** Describe the changes in the condition of the animal which may occur after the treatment**4.9** State why it is necessary to monitor the behaviour of animals after treatment and report unusual signs**4.10** Identify the types of records required and explain the importance of accurate record keeping |  |  |  |  |
| **5.1** State the significance of expiry dates on drugs and medications**5.2** Describe the possible sources of contamination to medication and how to identify damage |  |  |  |  |
| **6.1** Outline the current health and safety legislation, animal welfare, codes of practice and any additional requirements**6.2** Describe the correct methods for disposing of waste. |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**R/502/1521 Select and prepare accommodation for animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Select accommodation according to specified requirements**1.2** Select, prepare and maintain the necessary equipment and materials for use**1.3** Prepare accommodation in a safe, secure and clean state which maintains animal health and welfare**1.4** Identify the suitable environmental conditions for the animals and adapt where possible**1.5** Identify potential hazards and take the appropriate action to remove them**1.6** Introduce animals to the accommodation in a way which maintains their health and welfare |  |  |  |  |
| **2.1** Assess the animals response to the accommodation**2.2** Monitor, record and/or report animals’ responses to the accommodation as required**2.3** Monitor and review suitability of accommodation**2.4** Recommend or modify, as appropriate changes to the accommodation |  |  |  |  |
| **3.1** Work in a way which maintains health and safety, health and welfare of animals and is consistent with current legislation, codes of practice and any additional requirements |  |  |  |  |
| **4.1** Describe the different animals accommodation needs in respect to: (i) ventilation (ii) light (iii) structure and fittings (iv) temperature (v) noise (vi) siting**4.2** State the different animals accommodation needs in relation to animal health and welfare covering: (i) the suitability of the animal concerned (ii) allowing the necessary freedom of movement (iii) minimising animal stress (iv) the intended purpose and length of stay in the accommodation (v) enrichment**4.3** Describe how accommodation needs could change through the animal’s life |  |  |  |  |
| **5.1** Describe the accommodation needs of animals and the factors which should be taken into account covering: (i) ventilation (ii) light (iii) structure and fittings (iv) temperature (v) noise (vi) siting**5.2** Describe the materials, fittings and environmental conditions which animals need within their accommodation to maintain their health and welfare**5.3** Describe how to promote and maintain the health and welfare of animals for two animals with different physical and behavioural needs**5.4** Identify two significant potential hazards to the animal which may occur in accommodation and how these can be minimised |  |  |  |  |
| **6.1** Describe methods of introducing animals to the accommodation in a way which minimises their stress and optimises their acceptance (two animals with different physical and behavioural needs) |  |  |  |  |
| **7.1** Outline the current health and safety legislation, animal health and welfare and codes of practice and any additional requirements |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**Y/502/1522 Maintain animal accommodation**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Assess the condition of the animal and accommodation before maintaining covering: (i) the suitability of accommodation to the animal concerned (ii) allowing the necessary freedom of movement (iii) minimising animal stress**1.2** Wear the appropriate protective clothing during cleaning and maintaining**1.3** Carry out cleaning routines according to the animal accommodation and specification**1.4** Replace any necessary materials and fittings correctly when cleaning is complete**1.5** Monitor and maintain environmental conditions to promote the health and welfare of animals: (i) ventilation (ii) light (iii) structure (iv) temperature (v) noise**1.6** Maintain the safety and security of the animals during cleaning operations**1.7** Report any difficulties to the relevant person if necessary**1.8** Provide clear and accurate information for recording purposes |  |  |  |  |
| **2.1** Work in a way which maintains health and safety and is consistent with animal welfare legislation, codes of practice and any additional requirements**2.2** Carry out work in a manner which minimises environmental damage**2.3** Dispose of waste safely and correctly |  |  |  |  |
| **3.1** Describe why it is important to maintain animal accommodation and the implications of failing to do so**3.2** Describe the relationship between maintaining animal accommodation and promoting animal health and welfare**3.3** State how other factors would influence the maintenance of accommodation for animals (health, age and behaviour)**3.4** Describe signs within an animals accommodation that give an indication of its health and welfare |  |  |  |  |
| **4.1** Describe the environmental conditions which promote the health and welfare of animals**4.2** Identify the reasons for monitoring environmental conditions and reporting variations**4.3** Outline cleaning routines appropriate to: (i) the animal species concerned and (ii) the accommodation in which they are being kept and (iii) reasons for being housed**4.4** Describe cleaning methods and materials appropriate to (i) the animal species concerned and (ii) the accommodation in which they are being kept and (iii) reasons for being housed**4.5** Describe how to recognise signs of stress and abnormal behaviour in animals before, during and after maintaining accommodation and what actions should be taken |  |  |  |  |
| **5.1** State how to maintain materials and fittings to ensure the health and welfare of animals using accommodation |  |  |  |  |
| **6.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements**6.2** Describe how environmental damage can be minimised**6.3** Describe the correct methods for disposing of organic and inorganic waste |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**Y/502/1536 Control and restrain animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Select and use a suitable method of restraint which minimises distress and injury to the animal taking into account the following factors (i) the behaviour and temperament of the animal (ii) the health and wellbeing of the animal**1.2** Approach the animal in a manner which is likely to minimise stress**1.3** Maintain the restraint of the animal securely and safely in a manner which minimises stress**1.4** Modify methods of restraint in response to the reactions of the animal as necessary |  |  |  |  |
| **2.1** Select appropriate equipment for this area of work**2.2** Use equipment according to relevant legislation and manufacturer’s instructions**2.3** Prepare, maintain and store equipment in a safe and effective working condition |  |  |  |  |
| **3.1** Work in a way which maintains animal welfare and health and safety and is consistent with current legislation, codes of practice and any additional requirements**3.2** Wear the appropriate protective clothing |  |  |  |  |
| **4.1** State the risks to self, others and animal in restraining animals**4.2** List and describe the different methods for restraining animals**4.3** Describe the possible indicators of stress and alarm in the animals when being restrained and the ways this can be minimised**4.4** Describe how to approach animals to minimise stress and when assistance may be required to approach and/or restrain the animal and the consequences of not doing so**4.5** Describe the limits of responsibility in restraining animals and how to gain assistance and to whom these should be reported**4.6** Describe when it may be necessary to modify the methods of restraint for the animal**4.7** Describe animal behaviour that will indicate the animals state of temperament |  |  |  |  |
| **5.1** Outline the current health and safety legislation, animal health and welfare, codes of practice and any additional requirements**5.2** Describe the Personal Protective Equipment that should be used when controlling and restraining animals |  |  |  |  |
| **6.1** Describe the equipment which will be required for the activity**6.2** Describe the methods of maintaining the range of equipment |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**K/502/1539 Moving animals between locations**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Select the animal to be moved, and approach it in a manner which is likely to minimise stress**1.2** Prepare the route for the movement of animals**1.3** Check that the new location is safe, secure and suitable for the animal’s requirements**1.4** Move the animal to its new location in an appropriate way and pace whilst maintaining the wellbeing of the animal or other animals in the vicinity**1.5** Establish the animal in the new location consistent with instructions**1.6** Provide clear and accurate information for recording purposes |  |  |  |  |
| **2.1** Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements**2.2** Wear appropriate protective clothing |  |  |  |  |
| **3.1** Describe the reasons for moving animals**3.2** Describe how to identify the animals to be moved**3.3** Describe how the animal’s health status and behaviour may affect the movement process**3.4** Describe the importance of approaching animals in a manner which minimises stress**3.5** Describe the risks inherent in moving animals and how they can be minimised**3.6** Describe how to assess the safety, security and suitability of the new location**3.7** Describe how to select appropriate methods for moving animals based on the following (i) their health (ii) environmental conditions**3.8** Describe how to establish animals once they have been moved**3.9** Describe how to identify problems and to whom they should be reported |  |  |  |  |
| **4.1** Outline the current health and safety legislation, animal health and welfare, codes of practice and any additional requirements relating to animal welfare legislation |  |  |  |  |
| **5.1** Identify the types of records required and state the importance of accurate record keeping |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**R/501/0874 Make sure your own actions reduce risks to health and safety**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify which workplace instructions are relevant to their job.**1.2** Identify those working practices in their job which could harm them or others.**1.3** Identify those aspects of their workplace which could harm them or others.**1.4** Check which of the potentially harmful working practices and aspects of their workplace present the highest risks to them and others.**1.5** Deal with hazards in accordance with workplace instructions and legal requirements.**1.6** Correctly name and locate the people responsible for health and safety in their workplace.**1.7** Report to the people responsible for health and safety in their workplace those hazards which present the highest risk. |  |  |  |  |
| **2.1** Carry out your work in accordance with their level of competence, workplace instructions, suppliers or manufacturers’ instructions and legal requirements.**2.2** Control those health and safety risks within their capability and job responsibilities.**2.3** Pass on suggestions for reducing risks to health and safety to the responsible people.**2.4** Make sure their behaviour does not endanger the health and safety of them or others in their workplace.**2.5** Follow the workplace instructions and suppliers’ or manufacturers’ instructions for the safe use of equipment, materials and products.**2.6** Report any differences between workplace instructions and suppliers’ or manufacturers’ instructions.**2.7** Make sure that their personal presentation and behaviour at work:• Protects the health and safety of them and others• Meets any legal responsibilities, and• Is in accordance with workplace instructions**2.8** Make sure they follow environmentally-friendly working practices. |  |  |  |  |
| **3.1** Demonstrate they know and understand what “hazards” and “risks” are.**3.2** Demonstrate they know and understand their responsibilities and legal duties for health and safety in the workplace.**3.3** Demonstrate they know and understand their responsibilities for health and safety as required by the law covering their job role.**3.4** Demonstrate they know and understand the hazards which exist in their workplace and the safe working practices which they must follow.**3.5** Demonstrate they know and understand the particular health and safety hazards which may be present in their own job and the precautions they must take.**3.6** Demonstrate they know and understand the importance of remaining alert to the presence of hazards in the whole workplace.**3.7** Demonstrate they know and understand the importance of dealing with, or promptly reporting, risks.**3.8** Demonstrate they know and understand the responsibilities for health and safety in their job description.**3.9** Demonstrate they know and understand the safe working practices for their own job.**3.10** Demonstrate they know and understand the responsible people they should report health and safety matters to.**3.11** Demonstrate they know and understand where and when to get additional health and safety assistance.**3.12** Demonstrate they know and understand their scope and responsibility for controlling risks.**3.13** Demonstrate they know and understand workplace instructions for managing risks which they are unable to deal with.**3.14** Demonstrate they know and understand suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which they must follow.**3.15** Demonstrate they know and understand the importance of personal presentation in maintaining health and safety in their workplace.**3.16** Demonstrate they know and understand the importance of personal behaviour in maintaining the health and safety of them and others.**3.17** Demonstrate they know and understand the risks to the environment which may be present in their workplace and/or in their own job. |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**L/502/1467 Prepare feed for animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Use correct personal hygiene procedures before and after preparing animal feed**1.2** Prepare the correct amount of animal feed according to feeding plans in a way that minimises wastage. |  |  |  |  |
| **2.1** Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements**2.2** Dispose of waste and animal feed safely and correctly |  |  |  |  |
| **3.1** Select appropriate materials and equipment for this area of work**3.2** Use the appropriate equipment and utensils in a hygienic way consistent with legal and organisational requirements**3.3** Prepare, maintain and store materials and equipment in a safe, hygienic and effective condition |  |  |  |  |
| **4.1** Describe the importance of personal hygiene and health and safety in preparing animal feed.**4.2** Describe the different types of feed that are available and how to prepare these, covering:• Fresh• Frozen• Dried• Tinned**4.3** Describe any particular precautions that should be taken when preparing different types of feed**4.4** Describe the equipment and utensils that are used in preparing and serving animal feed**4.5** describe three situations in which animals may have specific nutritional needs. |  |  |  |  |
| **5.1** Outline the current health and safety legislation, codes of practice and any additional requirements**5.2** Describe the correct methods for disposing of waste and animal feed. |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**D/502/1473 Provide feed and water to animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Select the correct feed according to the animals’ feeding plan**1.2** Prepare feed correctly and hygienically**1.3** Provide feed in a manner which gives each animal the opportunity to obtain its food and maintains it’s health and welfare**1.4** Supply clean, fresh water to the animals according to their needs**1.5** Provide clear and accurate information for recording purposes |  |  |  |  |
| **2.1** Select appropriate equipment for this area of work**2.2** Prepare, maintain and store equipment in a safe and effective working condition |  |  |  |  |
| **3.1** Work in a way which maintains health and safety, animal welfare and is consistent with current legislation, codes of practice and any additional requirements**3.2** Dispose of waste safely and correctly |  |  |  |  |
| **4.1** Describe the purpose of a feeding plan**4.2** Describe different types of feed and feed quality for 3 different purposes**4.3** Outline the importance of providing fresh water to animals**4.4** Describe normal feeding and drinking behaviour of animals and how to identify signs of abnormality**4.5** Outline correct storage and use of equipment and feedstuffs**4.6** Describe potential difficulties and risks that may arise during the feeding process and who to report them to**4.7** Identify the types of records required and explain the importance of accurate record keeping |  |  |  |  |
| **5.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements**5.2** Describe the correct methods for disposing of waste. |  |  |  |  |
| **6.1** Describe the equipment which will be required for the activity**6.2** Describe the methods of cleaning and maintaining the range of equipment hygienically |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**L/502/1694 Prepare and groom animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Confirm that the environment and the equipment to be used is clean, ready for use and is secure and safe for both themselves and the animal**1.2** Handle animals in a manner that promotes their confidence and co-operation and health and safety of all throughout**1.3** Report promptly to the appropriate person when examination of the animal reveals an abnormal condition |  |  |  |  |
| **2.1** Select and use equipment and materials which is appropriate to the animal and its care requirements**2.2** Prepare the animal ready for grooming using the correct techniques and equipment. Preparation to include: (i) remove excess hair, knots and tangles (ii) clean the animal’s coat and skin (iii) remove dirt and debris from feet**2.3** Groom the animal using the correct methods**2.4** Observe the condition of the animal during the process and report any changes to the appropriate person**2.5** Communicate with others on the animal’s care requirements**2.6** Keep accurate records on the techniques and materials used to care for the animal |  |  |  |  |
| **3.1** Work in a way which maintains health and safety, animal welfare and is consistent with current legislation, codes of practice and any additional requirements**3.2** Carry out work in a manner which minimises environmental damage**3.3** Dispose of waste safely and correctly |  |  |  |  |
| **4.1** State why it is important to approach and handle animals in a manner that promotes their confidence, co-operation, health and safety**4.2** Describe how the type of animal affects the method of preparing for grooming and the equipment that should be used**4.3** Describe how to prepare animals for grooming covering all of the following methods: (i) remove excess hair, knots and tangles (ii) clean the animal’s coat and skin (iii) remove dirt and debris from feet**4.4** Describe different methods used for grooming the animals**4.5** State why particular care is required when working on specific areas of the animal**4.6** List the steps that should be taken in the event of accidentally damaging the animal**4.7** State why it is important to communicate the animals care requirements**4.8** Describe the limits of groomer’s role when identifying possible abnormalities and conditions (i.e. not diagnosing) and the importance of referring to a veterinary surgeon.**4.9** State why it is important to keep accurate records of the care provided to the animal |  |  |  |  |
| **5.1** Describe the normal signs of health and the signs indicating that the animal should be referred to a veterinary surgeon**5.2** Describe basic animal anatomy and physiology sufficient to identify abnormalities**5.3** Explain the signs and symptoms of basic skin problems and infestations |  |  |  |  |
| **6.1** Outline the current health and safety animal welfare legislation, codes of practice and any additional requirements**6.2** Describe how environmental damage can be minimised**6.3** Describe the correct methods for disposing of waste. |  |  |  |  |
| **7.1** Describe the equipment and materials which will be required for the activity**7.2** Describe methods of maintaining the range of equipment used**7.3** Explain the importance of following manufacturers’ instructions regarding the use of equipment and products, how to correctly interpret these instructions, and the possible consequences of not doing so |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**K/502/1492 Load and unload animals for transportation**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Communicate effectively with colleagues**1.2** Prepare the correct animals as instructed**1.3** Prepare and make safe the appropriate transportation equipment covering: (i) cleanliness (ii) health and safety (iii) security (iv) removal of hazards |  |  |  |  |
| **2.1** Load and unload the animals as required |  |  |  |  |
| **3.1** Work in a way which maintains health and safety, animal welfare and is consistent with relevant legislation, codes of practice and any additional requirements |  |  |  |  |
| **4.1** Outline how to communicate effectively with colleagues**4.2** Outline how to make the transportation method ready for animals including: cleanliness, health and safety, security and removal of hazards |  |  |  |  |
| **5.1** Describe how to prepare, load and unload animals safely and effectively minimising stress to the animal**5.2** Describe how to approach, handle and restrain animals correctly minimising stress**5.3** State the types of problems which should be reported, when and to whom |  |  |  |  |
| **6.1** Summarise the relevant legislation and codes of practice relating to health and safety and maintaining the welfare of animals |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**T/502/1690 Establish and maintain effective working relationships with others**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify opportunities to improve working practices with the appropriate person**1.2** Carry out activities requiring co-operation with others in accordance with required procedures**1.3** Communicate with others in a way which promotes effective working relationships**1.4** Keep others informed about work plans or activities which affect them**1.5** Seek assistance from others without causing undue disruption to normal work activities**1.6** Respond in a timely and positive way when others ask for help or information |  |  |  |  |
| **2.1** State why good working relationships are important**2.2** Suggest ways in which good working relationships can be maintained**2.3** State the methods of dealing with disagreements within the workplace**2.4** Describe own level of responsibility in relation to dealing with disagreements**2.5** State why effective communication is important |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**Y/502/1195 Communicate information within the workplace**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify information required, timescales and source**1.2** Request information using appropriate methods**1.3** Receive and record information accurately according to organisational requirements. |  |  |  |  |
| **2.1** Transmit information accurately and timely and using appropriate methods**2.2** Confirm receipt of information |  |  |  |  |
| **3.1** Explain the types of information, purposes and the level of detail which may be required and the timescale within which it must be obtained**3.2** Explain the different methods for communicating information and the ways it may need to be adapted to suit the audience**3.3** Give examples of when information may be required urgently**3.4** Explain why it is important to take messages accurately and the potential effects of not doing so**3.5** Explain the importance of confirming information and why this should be acknowledged and accurately recorded**3.6** Explain the situations in which confidentiality needs to be maintained |  |  |  |  |
| **4.1** Summarise the legislation which relates to communicating information within the workplace |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**T/502/1561 Maintain the cleanliness and bio security of the animal care working environment**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Carry out the cleaning of equipment in accordance with manufacturer’s instructions**1.2** Select and use protective clothing, tools, equipment and cleaning materials in accordance with manufacturers’/ employers instructions**1.3** Clean at least 5 of the following areas in the working environment:• Floors and walls• Work tables/benches• Washing and drying areas• Public areas• Animal accommodation• Staff facilities**1.4** Complete appropriate maintenance checks to identify wear and tear and accurately report to the appropriate person as soon as possible**1.5** Leave working areas in an appropriate state for the work to be undertaken**1.6** Store materials and equipment safely and correctly after use**1.7** Ensure that animal welfare, safety and security is maintained at all times during and after cleaning of the work environment**1.8** Provide clear and accurate information for recording purposes |  |  |  |  |
| **2.1** Work in a way which maintains health and safety, animal welfare and is consistent with current legislation, codes of practice and any additional requirements**2.2** Carry out work in a manner which minimises environmental damage**2.3** Dispose of waste safely and correctly |  |  |  |  |
| **3.1** State what the potential hazards are when cleaning each area of the following work environments:• Floors and walls• Work tables/benches• Washing and drying areas• Public areas• Animal accommodation• Staff facilities**3.2** Assess the risks and state how they can be minimised with respect to the:• Animal(s)• Work environment• Equipment• Cleaning materials• Others**3.3** Describe the selection and use of cleaning materials in different areas of the work environment and explain the need to ensure their correct dilution and the possible affects of not doing so covering:• particular fabrics • surfaces • equipment**3.4** Describe why cleaning should minimise disruption to other staff and to animals**3.5** Explain the contribution that good cleaning practices have on customer relations, the image of the organisation and heath and bio-security. |  |  |  |  |
| **4.1** Describe which materials, equipment and cleaning methods should be used for cleaning manual and electrical equipment and what protective clothing should be worn**4.2** State why cleaning agents should be correctly diluted and the possible effects of not doing this**4.3** Explain when sterilisation can be used, the reasons for doing and the potential risks if this is not done correctly**4.4** State the frequency with which different items of equipment should be cleaned and maintained**4.5** Describe how to recognise potentially hazardous equipment and the potential effects of not reporting it**4.6** Explain the reasons of maintaining and storing cleaning materials and equipment safely and correctly**4.7** State why it is important to keep accurate records**4.8** Describe how cleaning, maintenance and storage of work equipment contributes to bio-security measures |  |  |  |  |
| **5.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements**5.2** Describe how environmental damage can be minimised**5.3** Describe the correct methods for disposing of waste.**5.4** Describe the selection and use of Personal Protective Equipment for cleaning the work environment |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**K/502/1556 Provide controlled exercise opportunities for animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Assess the animals suitability for exercise and their requirements**1.2** Assess that the exercise areas is as safe as possible for the animal and the controlled exercise |  |  |  |  |
| **2.1** Select, prepare and check appropriate equipment for exercise**2.2** Fit equipment properly for the animal and the exercise**2.3** Clean equipment after use |  |  |  |  |
| **3.1** Prepare the animals for exercise in a manner which allows them to exercise safely and to benefit from the exercise**3.2** Provide exercise opportunities which meet the requirements of the animal and its environment.**3.3** Follow the correct procedures for the animal concerned to maintain health, safety and welfare of the animal: (i) prior to exercise (ii)during exercise (iii) after exercise |  |  |  |  |
| **4.1** Provide clear and accurate information for recording purposes**4.2** Work in a way which maintains health and safety and is consistent with relevant legislation animal welfare, codes of practice and any additional requirements**4.3** Maintain personal hygiene before, during and after the exercise opportunity**4.4** Maintain biosecurity measures to protect yourself, others and other animals |  |  |  |  |
| **5.1** Communicate with colleagues and/or others regarding the exercise requirements and opportunities for the animal |  |  |  |  |
| **6.1** Explain the animals’ needs for controlled exercise and the reasons for this and the optimum time for exercise**6.2** Explain the requirements and benefits of controlled exercise for different animals**6.3** State how the need for exercise differs between different animals and the context in which the animal is kept according to: (i) type (ii) time (iii) intensity (iv) stage of life**6.4** Describe the reasons for providing animals with different exercise patterns and how these differ at different life stages**6.5** State why insufficient or excessive exercise is harmful to animals**6.6** Explain why some animals should not be exercised |  |  |  |  |
| **7.1** Give examples of different equipment that would be used for different exercise opportunities**7.2** State why it is important to ensure the correct equipment is used**7.3** State why it is important to check, clean and maintain equipment in good order for use in controlled exercise opportunities |  |  |  |  |
| **8.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements affecting the provision of exercise to animals.**8.2** List the factors affecting the safety of the exercise area where the animal(s) is to be exercised including: (i) other people (ii) the handler (iii) the environment**8.3** State the reasons for accurate recording and reporting of the exercise taken |  |  |  |  |
| **9.1** Describe the potential risks to animals, handlers and others regarding: (i) bio security (ii) infection control (iii) disease control |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**A/502/1559 Provide opportunities for animals to have freedom to exercise**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Assess the animals suitability for exercise and their requirements**1.2** Assess that the exercise area and/or equipment is as safe as possible for the animal and the controlled exercise |  |  |  |  |
| **10.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements**10.2** List factors affecting the safety of the exercise area, where the animal is to be exercised including and others including: a) other people b) the handler c) the environment d) equipment and material for the animal(s)**10.3** State the reasons for accurate recording and reporting of the exercise taken and enrichment activities |  |  |  |  |
| **11.1** Describe the potential risks to animals, handlers and others regarding: a) bio security b) infection control c) disease control |  |  |  |  |
| **12.1** Select, prepare and check the environment, equipment and materials for animals to exercise for themselves |  |  |  |  |
| **13.1** Move the animal to exercise area appropriately and safely according to: a) animal b) self c) environment |  |  |  |  |
| **14.1** Prepare the animals and the environment for exercise in a manner which allows them to exercise safely and to benefit from the exercise**14.2** Provide opportunities for animals to exercise by themselves and exhibit natural behaviour which meet the requirements of the animal and its environment.**14.3** Follow the correct procedures for the animal concerned to maintain health, safety and well-being of the animal: a) prior to exercise b) during exercisec) after exercise |  |  |  |  |
| **15.1** Work in a way which maintains health and safety, animal welfare and is consistent with relevant legislation, codes of practice and any additional requirements**15.2** Wear appropriate Personal Protective Equipment for the animal and the environment.**15.3** Maintain personal hygiene before, during and after the exercise opportunity**15.4** Maintain bio security measures to protect yourself, others and other animals |  |  |  |  |
| **16.1** Communicate with colleagues and/or others regarding the exercise requirements and opportunities for the animal**16.2** Make correct reports of exercise activity promptly to the appropriate people |  |  |  |  |
| **17.1** Review the exercise opportunity/environment enrichment to see how it meets the animals requirements**17.2** Make adjustments to exercise opportunity/environmental enrichment as necessary |  |  |  |  |
| **18.1** Describe the animals’ natural behaviour and how opportunities can be replicated**18.2** State how the need for exercise and environmental enrichment differs between different animals and the context in which the animal is kept including their expression of natural behaviour**18.3** Describe the reasons for providing animals with different exercise patterns and/or enrichment opportunities and how these differ at different stages of life.**18.4** State why and when you may consider changing the exercise or enrichment opportunity**18.5** Describe how to recognise negative responses to exercise and environment enrichment and what you should do in different situations**18.6** Describe how the lack of enrichment opportunities will cause problems in animals |  |  |  |  |
| **19.1** Give examples of different equipment that would be used for different exercise opportunities**19.2** State why it is important to ensure the correct equipment is used**19.3** State why it is important to check, clean and maintain equipment in good order for use in controlled exercise opportunities |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**M/502/1655 Train animals through basic training programmes**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Prepare the animal correctly for the training programme in the following ways: (i) to meet physical needs (i.e. food, water, rest) (ii) to meet emotional/mental needs**1.2** Identify and use the resources that are necessary for the planned training activity including: (i) training environment (ii) equipment (iii) personnel**1.3** Undertake training activities and use methods which are in accordance with the training programme including the following: (i) handling (ii) obedience (iii) specific objectives**1.4** Monitor the mental condition and physical behaviour of the animal throughout the training and use the results to modify the training programme**1.5** Handle the animal correctly throughout the training in a way that promotes the animal’s health and welfare**1.6** Report accurately to relevant people progress towards achieving training objectives**1.7** Take the appropriate remedial action when training activities, methods or resources are found to be inappropriate |  |  |  |  |
| **2.1** Work in a way which maintains health and safety, animal welfare and is consistent with relevant legislation, codes of practice and any additional requirements |  |  |  |  |
| **3.1** State how training activities can affect the mental condition and behaviour of an animal**3.2** State the difference between basic discipline training and training for specific activities and how this may affect the training programme as a whole**3.3** Describe how to prepare animals for training and how this differs according to the animal, the environment and the training activity to be undertaken**3.4** State the signs which indicate mental condition and physical behaviour of the breed of animals**3.5** Describe how to assess an animal’s confidence levels and how this is related to performance**3.6** State the importance of accurately assessing animal behaviour and condition before and during training activities and taking appropriate action**3.7** Describe how to handle the animal concerned for the safety of the animal, self and others and to enable objectives to be met**3.8** Describe how to provide positive reinforcement to the animal and why this is important**3.9** Describe how to assess progress towards objectives and why this should be reported**3.10** State the actions that should be taken if the training activities, resources or methods are inappropriate |  |  |  |  |
| **4.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**T/502/1611 Contribute to the evaluation and implementation of basic animal training programmes**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Regularly review the animal’s progress towards the training targets**1.2** Actively seek the views of others involved in the training and handling of the animal and use them to inform the evaluation**1.3** Provide clear and accurate information regarding the animal’s progress and any conclusions drawn**1.4** Report the results of your findings to the person responsible for the training programme at the times specified in the training programme**1.5** Make recommendations for modifications to the targets**1.6** Implement agreed changes to the training targets and methods as specified in the training programme and regularly monitor and report progress. |  |  |  |  |
| **2.1** Work in a way which maintains health and safety and animal welfare, and is consistent with current, relevant legislation and codes of practice |  |  |  |  |
| **3.1** State why regular review and reporting are important and to whom reports should be made**3.2** Describe the factors that can influence an animal’s achievement of the training targets**3.3** Describe the indicators that training targets may not be suitable for the animal and how to recognise them covering: (i) targets are set at too difficult a level for the animal to achieve (ii) targets are set too low (iii) the animal shows more potential in another area**3.4** Describe how training can be modified to improve its outcomes for the animal**3.5** State why it is important to report progress and problems to the person responsible for the training programme, and not implement modifications oneself |  |  |  |  |
| **4.1** Outline the current health and safety and animal welfare legislation, codes of practice and any additional requirements |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**A/502/1609 Welcome receive and care for visitors to sites**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Keep the area in a state of readiness to receive visitors safely**1.2** Greet and communicate with visitors in an appropriate manor.**1.3** Identify and report inappropriate visitors**1.4** Work in a way which promotes health and safety, is consistent with relevant legislation and, codes of practice |  |  |  |  |
| **2.1** Care for visitors in accordance with their needs and relevant policies**2.2** Refer visitors to the appropriate source of information**2.3** Manage visitors to the site in a way which is consistent with its purpose and condition, and in a manner which promotes their own safety and security |  |  |  |  |
| **3.1** State the preparations required for the arrival of visitors covering groups and individuals**3.2** Outline the importance of creating a positive first impression and how this is achieved**3.3** Describe how to recognise those visitors who should not be on the site and understand the limitations and the dangers in being able to deal with them.**3.4** List potential sources of information for visitors covering groups and individuals**3.5** Describe effective methods of communicating to groups and individuals |  |  |  |  |
| **4.1** Outline how to monitor visitors’ needs and when to intercept to offer help**4.2** Describe how the purpose of the site can be maintained whilst accommodating the needs and security of visitors covering all of the following: (i) supporting visitors in terms of their safety and welfare (ii) providing information to visitors (iii) caring for the environment (e.g. by restricting access) (iv) maintaining the bio-security of the site (v) maintaining the welfare of the animals |  |  |  |  |
| **5.1** Describe how bio-security and welfare can be maintained on sites open to visitors**5.2** Outline organisational policy on health and safety and confidentiality and how this can be maintained |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**D/502/1196 Maintain and store records within the workplace**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify records and check that they are suitable to their intended purpose**1.2** Make entries into records that are accurate and complete**1.3** Transfer records where appropriate and accurately record information as necessary**1.4** Store confidential records in a safe location in accordance with organisational and legislative requirements**1.5** Re-file records correctly after use, where applicable**1.6** Where necessary take the appropriate action to resolve any errors or mistakes which are discovered in the records |  |  |  |  |
| **2.1** explain the different types of records and systems used for record keeping within the industry**2.2** explain the responsibility in maintaining, handling and storing records under current legislation**2.3** explain the records which are confidential or commercially sensitive and how to deal with these**2.4** outline the correct method and language in which records must be completed within the industry**2.5** explain the importance of accurate record keeping for production purposes and organisational effectiveness**2.6** explain the procedures for transferring records**2.7** explain the types of problems which may occur during the maintenance of records and how these should be resolved |  |  |  |  |

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| **TUTOR COMMENTS:****Name: Signature: Date:**  |

If chosen for sampling, Internal/External Moderators must complete the following:

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| INTERNAL MODERATOR COMMENTS:**Name: Signature: Date:**  |
| EXTERNAL MODERATOR COMMENTS:**Name: Signature: Date:**  |

Please ensure these forms are copied and distributed to each learner.