

## Purpose Statement

# SEG Awards Level 3 Certificate for Pet Care in Retail – 610/3442/3

## Overview

The SEG Awards Level 3 Certificate for Pet Care in Retail has been designed to provide learners with a framework of knowledge when providing customer care and looking after pets in a retail environment.

## Who is this qualification for?

The SEG Awards Level 3 Certificate for Pet Care in Retail is designed for learners of the age of 16 and over, who are currently working within pet retail animals or planning to in the future. This qualification will also allow learners, who are already working in pet retail, to formalise their learning.

There are no entry requirements for this qualification however, it is expected for Learners to have knowledge of at least level 2.

## What does the qualification cover?

The SEG Awards Level 3 Certificate for Pet Care in Retail has been designed to provide learners with an introduction to the care of animals within pet retail.

The qualification covers:

- **Pet Care in Retail Legislation** - This unit explores the legislative requirements for working in a pet care retail environment. Responsible pet ownership is the focus of the unit whereby employees are empowered to provide this information to potential pet owners.
- **Animal Care and Welfare in Pet Retail** - Learners will examine the health and welfare needs of animals commonly sold in pet shops, and how to maintain their welfare pre-sale.
- **Customer Care in Pet Retail** - The unit examines the importance of customer care, staff wellbeing and stock management in the pet care in retail workplace, ensuring that learners are aware of the main components of a successful working environment.
- **Providing Advice to New Pet Owners** - Learners will know how to provide correct advice to potential new owners when choosing a new pet, allowing them to be informed on good welfare practices. Learners will be

## **Purpose Statement**

asked to explore other potential methods of acquiring pets, and organisations involved in this.

- **Keeping Animals as Pets** - The pet trade is one that faces many ethical challenges. Within this unit, Learners will examine the ethics behind pet ownership, along with the needs of animals in captivity and viewpoints relating to keeping animals as pets.
- **Feeding Pet Animals** - Learners will look at the nutritional needs of pet animals and how to provide the food in a way to maintain health and enrich welfare. Prevention and treatment of nutritional deficiencies will also be examined in the unit to provide an overall overview of feeding animals for health and welfare.

## **Practical Hours Requirement**

There is no external practical hour requirements attached to this qualification.

## **Assessments**

This qualification is to be completed by portfolio submission, with clear evidencing linked to the relevant Assessment Criteria.

## **What could this qualification lead to?**

Learners may progress on to further studies within Animal Care or even employment within pet shops.

Learners could also look to progress within various other regulated qualifications within the Animal Care sector that Skills and Education Group Awards offers, to expand on their knowledge and experience in animal care further.

## **Further Information**

Further information on the qualification can be found on the Skills and Education Group Awards website.