

Level 2

Animal Care and

Welfare Assistant

ST0397

End-Point Assessment Specification

October 2023

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Introduction

End-point assessment (or EPA) is an important part of the apprenticeship. Taken at the end of the apprenticeship programme, the EPA demonstrates that an apprentice has all of the knowledge, skills and behaviours required to carry out their role on a day-to-day basis. The assessments must be completed by an approved independent end-point assessment organisation such as VetSkill.

This specification document provides a summary of the end-point assessment. A full range of support materials are available for users of VetSkill's EPA service.

Overview of the Animal Care and Welfare Assistant Apprenticeship

Animal Care and Welfare Assistants look after the routine day to day husbandry and care of domestic and/or wild animals under guidance in a variety of different settings. The work is carried out individually or as part of a team in places such as kennels and catteries, laboratories, animal welfare centres, farm parks, rehabilitation centres, retail outlets and in the transportation of animals. Animal Care and Welfare Assistants must have a strong work ethic and be prepared to work irregular hours in all weather conditions. They must maintain safe working practices and taking responsibility for themselves, animals and others.

Typical job roles include: kennel/cattery assistant; animal technician, animal welfare assistant; animal day care assistant; animal collection officer; wildlife rehabilitation assistant; zoo keeper assistant, pet retail assistant, animal handler, veterinary care assistant, farm park assistant.

The apprenticeship includes various routes depending on the role undertaken:

- Animal interaction and handling
- Rehoming
- Movement and transportation
- Operational and reception duties
- Breeding
- Working dog handler
- Wildlife rehabilitation
- Veterinary care support.

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Gateway Requirements

Gateway is the point at which the employer, training provider and apprentice agree that the on-programme stage of the apprenticeship is complete and that the requirements to take the end-point assessment have been met.

To pass through Gateway and take the EPA the apprentice must produce evidence that they have:

- completed a minimum of 12 months of training
- evidence of a minimum of 6 hours per week off-the-job training
- completed a portfolio of 20 – 30 pieces of evidence
- confirmation that the apprentice is consistently working at, or above, the level set out in the Apprenticeship Standard
- achieved Level 1 English and mathematics

End-Point Assessment Methods

The EPA will span one day and will usually be conducted at the apprentice's normal work location. The two assessment elements can be completed in either order.

The EPA consists of two distinct methods of assessment:

Practical Assessment

Duration	1.5 hours to complete two practical tasks and 30 minutes for questions (+10%)
Location	Apprentice's workplace
Grade	Graded Fail / Pass / Distinction

An observation of the apprentice completing a practical assessment consisting of two tasks, in which the apprentice will demonstrate their knowledge, skills and behaviours (KSBs), as required by the Standard as part of their normal duties in the workplace, through naturally occurring evidence.

The tasks cover: -

- Cleaning, preparing and maintaining animal accommodation/enclosures/environment and equipment
- Selecting food and water – specific to species, in the context of the work environment – preparing it and providing it in preparation for the animal(s) for example food may need to be chopped, blended, sterilised etc before being presented to the animals in either bowls, scattered on the floor, in dishes, hoppers etc.

In most circumstances, an animal(s) will not be present during the Practical Assessment however in situations where the animal(s) is present, the interaction with the animal will not form part of the assessment. For certain options such as Animal Interaction and Handling, Working Dog Handling and Wildlife Rehabilitation it is likely that an animal will be present.

Animal Interactions	Animal could be present
Rehoming	No animal present
Movement and Transport	No animal present
Operations / Reception	No animal present
Breeding	No animals present
Working Dog Handler	Animal could be present
Wildlife Rehabilitation	Animal could be present
Veterinary Care	No animal present

Observations make use of employer resources and equipment which will be familiar to the apprentice and allow them to perform at their best. A 30-minute period following the completion of the apprentice's practical tasks is allocated for questioning, which allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors. Questions are used to clarify the depth of the learner's Knowledge and Skills, where this is required, by probing further into detail where the apprentice has only partially covered the Pass or Distinction criteria, and further clarification is needed to ensure criteria have been met.

Apprentices will be provided with information on the format of the observation, including timescale, before the start of the observation. The time taken to give this information is exclusive of the assessment time.

Professional Discussion

Duration	60 minutes (plus 10%)
Location	Any suitable location (normally employer's premises)
Grade	Fail / Pass / Distinction

A structured Professional Discussion between the apprentice and independent assessor, consisting of ten competency-based questions taken from a standardised question bank, and informed by the apprentice's Portfolio of Evidence. The portfolio itself is not assessed nor graded during the Professional Discussion.

The Professional Discussion provides opportunity for the apprentice to synoptically demonstrate core and specific Knowledge, Skills and Behaviours. The discussion will also cover the Animal Care and Welfare Assistant apprentice's achievements, the standard of their work and their approach. The discussion will also test the currency, validity and coverage of the evidence presented within their Portfolio.

The Professional Discussion is conducted under controlled conditions and has been designed to take place in the apprentice's normal workplace; in a suitable location where the apprentice will not be interrupted or distracted.

There will be 10 competency-based questions asked during the Professional Discussion to cover:

- 2 Behaviour-related questions
- 2 core Knowledge- related questions
- 2 core Skills-related question
- 2 option Knowledge related questions
- 2 option Skills related questions

Overall Grading

This apprenticeship includes Fail, Pass and Distinction grades. To achieve a Pass grade apprentices will competently perform their role, demonstrating application of the Knowledge, Skills and Behaviours against the whole Standard. A final grade will be awarded in line with the criteria in Table 3.

Table 3: Grading Criteria

Practical Assessment Criteria Achieved	Professional Discussion Criteria Achieved	Overall Grading
Pass	Pass	Pass
Pass and Distinction	Pass	Pass
Pass	Pass and Distinction	Pass
Pass and Distinction	Pass and Distinction	Distinction

- To achieve a Pass grade all Pass criteria must be achieved in both assessment methods
- To achieve a Distinction grade all Pass criteria and all Distinction criteria must be achieved in both assessment methods

Re-sits and Re-takes

Where an apprentice fails one or more assessment methods, a re-sit(s)/re-take(s) may be allowed, provided it is within the EPA period of six months from Gateway, in accordance with the assessment plan for ST0397.

Re-sits/re-takes outside of this six-month period would require all elements of the EPA to be undertaken again. Each individual case will be jointly discussed between the employer and VetSkill and any action, if agreed, will be at the discretion of the employer. Re-sits are not permitted as a means for improving a grade, eg, from a Pass to a Distinction. Where a re-sit/re-take is agreed, the grading will be limited to a Pass unless there are exceptional circumstances as confirmed by VetSkill. A re-take is where the apprentice requires further learning/training, whereas a re-sit does not; apprentices who require a re-take should have a support plan agreed to prepare them for this.

Certification

VetSkill will apply for the Apprenticeship Certificate within 20 working days of providing the overall result for the apprentice's End-point Assessment. The ESFA will issue and send the Apprenticeship Certificate to the apprentice's employer by recorded delivery; **this can take up to 20 further days from application by VetSkill.**

Appendix A: KSBs Mapped to Assessment Methods

Knowledge, Skills and Behaviours to be assessed by each assessment method

Assessment method	Key
Practical Assessment	PA
Professional Discussion	PD

Core Knowledge	Assessment method
1. UK and EU Animal related legislation	PD
2. Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals	PA
3. The species/breeds specific to your role and common characteristics	PD
4. Signs that indicate potential problems with animals' health and welfare and the actions that should be taken	PD
5. The types of basic medication, routes of administering medication safe handling and disposal of medication	PD
6. Animal first aid, urgent, ongoing and preventive care	PD
7. Accommodation and environment requirements that are suitable and safe for animals	PA
8. The use of different cleaning materials and equipment	PA
9. Feeding, watering and basic nutrition and characteristics of foodstuffs	PA
10. How to safely approach/handle/restrain/move animals	PD
11. The behaviours of the animal, applicable to the species and how it impacts its care and welfare such as stress/distress/pain/fear/frustration	PD
12. How the animal you are working with learns and the basic principles of reinforcement techniques	PD
13. How an animal's natural behaviour impacts its diet and feeding patterns	PA
14. The different methods required to meet an animal's need for enrichment/exercise opportunities, appropriate to species and individual animal	PA

	PD
15. Different skin and coat care requirements of animals in their care	PD
16. Basic anatomy and physiology	PD
17. Basic reproduction and obstetrics and reproductive behaviour, including neutering	PD
18. Data Protection and records in line with legislation, codes of practice and workplace requirements	PA
19. The importance of the human and animal bond	PD
20. The changing needs of animals, dependent on their life stage	PD
21. Basic awareness of capture techniques	PD
22. Hygiene, biosecurity procedures and infection controls when working with animals including quarantine, zoonosis, anthroponosis, isolation protocols	PA

Core Skills	Assessment method
1. Comply with UK and EU animal-related legislation	PA
2. Work effectively in a safe and healthy working environment following current/relevant Health and Safety legislation and workplace policies	PA
3. Identify and report potential hazards and breaches of security within animal accommodation/enclosures	PA
4. Clean and maintain animal accommodation/enclosures/environment and equipment; provide appropriate resources including species-specific enrichment, eg hiding, perching, digging	PA
5. Maintain hygiene, biosecurity procedures and infection controls when working with animals including quarantine and isolation	PA
6. Dispose of waste in a safe and appropriate manner in line with legislative and workplace requirements	PA PD
7. Store, use and administer medication in line with legislative and veterinary instructions as appropriate	PD

8. Monitor, record and report the health and welfare of animals in line with animal welfare legislation and workplace policies	PA
9. Observe and be aware of the behaviour of animals and take appropriate actions	PD
10. Approach/handle/restrain/move/recapture animals as part of routine husbandry appropriate for the species and individual	PD
11. Exercise/socialise animals and provide appropriate enrichment relevant to their specific needs	PD
12. Provide appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance	PD
13. Provide food and water to animals and monitor the intake	PA
14. Store and care for foodstuffs	PA
15. Identify and describe animals using appropriate methods to the species involved (eg, scanning for microchips)	PD
16. Maintain, update and reference correct records in accordance with current legislation	PA
17. Deliver customer experience (internal and external), where applicable, in line with workplace policies and procedures	PD
18. Respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate	PD

Behaviours	Assessment method
<p>1. Safe Working</p> <p>Maintain safe working practices, which must be adhered to at all times with constant situational awareness and adaptability to ensure safety of the animal(s), selves and others. Have ability to work efficiently to meet time deadlines and workplace requirements.</p>	PA
<p>2. Work Ethic</p> <p>Have a strong work ethic, a willingness to learn. Be respectful, punctual, reliable, trustworthy and diligent and prepared to work irregular hours, in all weathers. Take pride in work, showing commitment and loyalty, whilst conducting self in a professional manner.</p>	PD

<p>3. Responsibility</p> <p>Have responsibility for self, others and animal(s) in their care, showing respect, empathy, patience and tolerance in all situations. Work with methods that reduce any risk of physical injury and emotional stress to animal(s), self or others. Manage own emotional wellbeing and resilience. Accurately report any concerns, incidents and abnormalities.</p>	<p>PD</p>
<p>4. Team Work</p> <p>Have ability to work both individually and as part of a diverse team as required, understanding their role and changing priorities when the situation dictates. Show respect to their fellow workers.</p>	<p>PD</p>
<p>5. Communication</p> <p>Respect the need for confidentiality and adhere to data protection policies. Communicate effectively with colleagues, visitors and customers/clients. Demonstrate good interpersonal and active listening skills. Know when to ask for advice or guidance.</p>	<p>PD</p>
<p>6. Professionalism</p> <p>Professional and ethical responsibilities and the values of their work place. The limits of own authority, expertise, training, competence and experience. Industry knowledge, respect and empathy for animals. Awareness of new ideas and openness to develop skills and new ways of working. Use social media responsibly. The legal duty of care under animal health and welfare legislation and codes of practice and other relevant legislation affecting the keeping of animals.</p>	<p>PD</p>

Options: Animal Interaction and Handling

Knowledge	Assessment method
<p>1. The preparation of animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken</p>	<p>PD</p>
<p>2. Signs which indicate the mental and physical condition of the animal in response to handling/interactions</p>	<p>PD</p>
<p>3. The importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities</p>	<p>PD</p>
<p>4. The importance of positive reinforcement to the animal and how to provide it</p>	<p>PD</p>

5. The monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling	PD
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Skills	Assessment method
1. Follow a prepared interaction/handling plan to prepare the animal and resources required	PD
2. Undertake interaction/handling activities and use methods in accordance with the interaction/handling plan	PD
3. Handle the animal throughout the interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare	PD
4. Monitor, report and record the response and welfare of the animal throughout interaction/handling activities	PD
5. Apply techniques which take into account the animal's welfare and emotional wellbeing, such as positive reinforcement to interact/handle the animal	PD

Options: Rehoming

Knowledge	Assessment method
1. The needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming	PD
2. The facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience	PD
3. The support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal	PD
4. The animal intake processes in line with workplace policies and procedures	PD

Skills	Assessment method
1. Contribute to the assessment of an animal's readiness for rehoming	PD
2. Provide advice to customers/clients on the suitability of animals according to their circumstances and experience in line with the workplace policies and procedures	PD
3. Support customers/clients during the rehoming/intake process and provide direction to further sources of information and guidance following rehoming of an animal	PD
4. Contribute to the assessment of the animal during the intake process	PD
5. Contribute to the matching process	PD

Options: Movement and Transport

Knowledge	Assessment method
1. The legal requirements relating to the movement and transportation of animals	PD
2. Different animals' requirements, for example life stage, noise, internal and external environmental factors, climate control	PD
3. The preparation required for the movement and/or transportation of animals	PD
4. The appropriate equipment and methods to move and transport animals for example barriers, caging and restraint	PD
5. The monitoring of physical and emotional health and welfare of animals during and after movement and transportation	PD

Skills	Assessment method
1. Prepare means of transport appropriate for animals, ensuring serviceability and cleanliness	PD

2. Prepare animals for movement and/or transportation taking into consideration their welfare	PD
3. Use of appropriate equipment and methods to move and transport animals ensuring their safety and security	PD
4. Monitor the physical and emotional health and welfare of animals during and after movement and transportation	PD
5. Identify route and contingency plans	PD
6. Identify if an animal needed veterinary care and take appropriate action	PD

Options: Operations/Reception Duties

Knowledge	Assessment method
1. The animal-product and sundry items safe storage, display and stock rotation process	PD
2. The extent of information, advice, support, guidance on range of topics, eg, animal welfare, given to customers within own responsibility	PD
3. Different methods of payment	PD
4. Customer enquiries, including complaints and appropriate action to take in line with organisational policies	PD
5. The range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role	PD
6. The organisation's policies and procedures for making customer and animal registrations and bookings	PD

Skills	Assessment method
1. Present safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate	PD
2. Provide information, advice, support and guidance on a range of topics such as animal care and welfare to customers/clients and seek advice when necessary	PD

3. Use appropriate methods of technology for internal and external communication such as telephone, walkie talkies, email and scanning documents	PD
4. Prepare, receive, store deliveries of goods including animal related products such as foodstuffs and sundry items	PD
5. Prepare and display stock for sale, including stock rotation	PD
6. Take payments for goods, services and charitable donations	PD
7. Process customer and animal registrations and bookings	PD
8. Keep records for individual animals and people in line with the organisation's procedures	PD

Options: Breeding

Knowledge	Assessment method
1. The stages of gestation	PD
2. Behavioural changes	PD
3. The changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle	PD
4. The various stages of parturition and issues that can occur	PD
5. Social and environmental factors which will impact on development	PD
6. Socialisation periods associated to species	PD
7. Signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features, and how to prevent them	PD

Skills	Assessment method
1. Prepare animals and environment for mating	PD

2. Monitor animals during parturition, recognising signs of difficulty	PD
3. Carry out general care of animals through gestation	PD
4. Prepare and manage pregnant animals pre- and post-parturition	PD
5. Provide appropriate care and monitoring of neonates	PD
6. Carry out procedures for caring for the young (once weaned) and introducing them to new environments	PD
7. Socialise young animals appropriately	PD

Options: Working Dog Handler

Knowledge	Assessment method
1. How the dog's characteristics (physical and sensory) are used by the dog to deliver operational effect	PD
2. Issues involving the dog's stress and emotional responses, ie, how to gauge and read the theoretical and practical applications of the characteristics, and how this can affect the dog's performance in its specific role	PD
3. How to maintain trained behaviour to minimum operational standards	PD
4. Individual dog body-language and behaviour traits	PD
5. Moving and transporting working dogs	PD

Skills	Assessment method
1. Fit and maintain appropriate equipment, ensuring the dog can operate safely	PD
2. Conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain minimum standard of operational performance	PD
3. Interpret the dog's behaviour and indications and react accordingly to the operational situation	PD

4. Ensure that the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employer's policies and procedures	PD
5. Operate the dog team within the legal and ethical framework associated with their employment	PD
6. Transport working dogs	PD

Options: Wildlife Rehabilitation

Knowledge	Assessment method
1. The differences between treating and interacting with domestic and wildlife species	PD
2. Rehabilitation policies and procedures including the need to record specific location, date and time of collection of wildlife	PD
3. The principles of releasing rehabilitated animals	PD
4. Post-release monitoring	PD
5. The basic legal and ethical implications pertaining to wildlife rehabilitation and transport	PD
6. Knowledge of legislation and licences specific to wildlife rehabilitation	PD
7. Abnormal behaviours in relation to stereotypies and imprinting	PD
8. The principles and procedures in relation to orphan wildlife species, hand-rearing legislation and methods for identification of wildlife pre-release and for post-release monitoring	PD

Skills	Assessment method
1. Respond to collection requests	PD
2. Identify wild animals suitable for rehabilitation and release	PD
3. Plan and undertake rehabilitation for release into the wild	PD

4. Capture and handle healthy and casualty wild animals	PD
5. Move and transport wild animals appropriately	PD
6. Release and monitor wild animals as appropriate	PD
7. Carry out the hand-rearing of wildlife species	PD
8. Identify a range of different species (wildlife) or breeds (domestic) in order to understand the behavioural and ecological needs of the animal as well as being aware of the potential risks it may pose	PD

Options: Veterinary Care Support

Knowledge	Assessment method
1. Common medical, behavioural and surgical care requirements	PD
2. The principles of care and related procedures and how to deal with these	PD
3. Clinical parameters of common species seen in a veterinary environment	PD
4. Legislation and limitations in relation to role and responsibilities in a clinical environment	PD
5. Legislation in relation to the dispensing and administering of medication	PD
6. End-of-life care processes, procedures and support	PD
7. How to deal with emotional customers/clients	PD

Skills	Assessment method
Support, as directed, a veterinary surgeon or nurse in a clinical environment with:	
1. Dealing with potential and actual emergency situations	PD
2. Pre- and post-operative care	PD

3. Patient monitoring, for example anaesthetic monitoring	PD
4. In-patient care	PD
5. Diagnostic care/tests/X-rays – positioning and exposing	PD
6. The dispensing and administration of medication	PD
7. End-of-life care for pets and providing support for the owner	PD

Appendix B: Grading Criteria

EPA element: Practical Assessment – Task 1

Accommodation Preparation		
Fail	Pass	Distinction
	Achieves all Knowledge, Skills and Behavioural requirements in Appendix B expanded below:	Completes all the practical assessment activities detailed in the Pass criteria column, and:
Legislation and Health and safety	Legislation and Health and safety	<ul style="list-style-type: none"> Identifies any health and safety deficiencies and provides solutions
<p><i>Does not comply with:</i></p> <ul style="list-style-type: none"> Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals, ensuring safety of animals, themselves and others at all times 	<p><i>Complies with:</i></p> <ul style="list-style-type: none"> Current legislation, policies, procedures, guidelines, Codes of Practice and ethics relevant to the workplace and the health and welfare of animals, ensuring safety of animals, themselves and others at all times 	<ul style="list-style-type: none"> Pre-empts risks prior to task commencement and puts actions in place to prevent them occurring Dynamically assesses risks, identifies any deficiencies and provides solutions Identifies areas for accommodation/environment potential improvements and recommends solutions based on sound rationales

<p>Accommodation and Environment</p>	<p>Accommodation and Environment</p>	<ul style="list-style-type: none"> Provides suggestions for enrichment/exercise alternatives, giving reasons why
<ul style="list-style-type: none"> Does not ensure accommodation and environment requirements are suitable and safe for animals Does not identify and report potential breaches of security as appropriate 	<ul style="list-style-type: none"> Ensures accommodation and environment requirements are suitable and safe for animals Identifies and reports potential breaches of security as appropriate 	
<p>Enrichment and Exercise</p>	<p>Enrichment and Exercise</p>	
<ul style="list-style-type: none"> Does not provide correct enrichment/exercise opportunities required, appropriate to the individual animal 	<ul style="list-style-type: none"> Provides correct enrichment/exercise opportunities required, appropriate to the individual animal 	
<p>Hygiene</p>	<p>Hygiene</p>	
<ul style="list-style-type: none"> Does not clean and maintain animal accommodation/enclosures/environment and equipment Does not identify the correct cleaning materials and equipment for the task 	<ul style="list-style-type: none"> Cleans and maintains animal accommodation/enclosures/environment and equipment Identifies the correct cleaning materials and equipment for the task 	

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<ul style="list-style-type: none"> • Does not maintain hygiene, bio-security procedures and infection controls when working with animals • Does not dispose of waste in a safe and appropriate manner, in line with legislative and workplace requirements 	<ul style="list-style-type: none"> • Maintains hygiene, biosecurity procedures and infection controls when working with animals • Disposes of waste in a safe and appropriate manner, in line with legislative and workplace requirements 	
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EPA element: Practical Assessment – Task 2

Feeding Preparation		
Fail	Pass	Distinction
Feeding <ul style="list-style-type: none"> Does not monitor feeding records and does not prepare and provide, in preparation, food and water to animals 	Feeding <ul style="list-style-type: none"> Monitors feeding records and prepares, and provides in preparation, food and water to animals 	<ul style="list-style-type: none"> Demonstrates health and safety performance as defined in the Pass criteria column, identifies any health and safety deficiencies and provides solutions. Pre-empts risks prior to task commencement and puts actions in place to prevent them occurring Dynamically assesses risks, identifies deficiencies and provides solutions
Storage <ul style="list-style-type: none"> Does not store and care for foodstuffs appropriately 	Storage <ul style="list-style-type: none"> Stores and cares for foodstuffs appropriately 	
Record Keeping <ul style="list-style-type: none"> Does not maintain, update and reference correct records in accordance with current legislation 	Record Keeping <ul style="list-style-type: none"> Maintains, updates and references correct records in accordance with current legislation 	

EPA element: Practical Discussion

Fail	Pass	Distinction
<ul style="list-style-type: none"> • Does not communicate effectively, requiring extensive prompting • Does not explain the range of required skills, knowledge and behaviour to undertake their role competently in the wider working environment. Does not describe the impact of their actions on themselves, others, animal welfare and health and safety • Does not describe how to deliver customer experience (internal and external), where applicable, in line with workplace policies and procedures 	<p>Achieves all Knowledge, Skills and Behavioural requirements in Appendix B expanded below:</p> <ul style="list-style-type: none"> • Communicates effectively with minimal prompting • Explains, with supporting evidence, the range of required skills, knowledge and behaviours to undertake their role competently in the wider working environment. Describes the impact of their actions on themselves, others, animal welfare and health and safety • Describes how to deliver customer experience (internal and/or external), where applicable, in line with workplace policies and procedures 	<p>Completes the Professional Discussion activities detailed in the Pass criteria column and:</p> <ul style="list-style-type: none"> • Demonstrates a full depth of understanding of different concepts/approaches associated with their role, eg, the organisation’s approach to meeting the Five Animal Needs • Reflects on lessons learned and feedback received and describes what they would do differently next time • Provides an example of proactively ensuring that customer needs (internal and/or external) are consistently met • Justifies the rationale for adopting relevant practices, processes and principles relative to their role, using industry terminology correctly, demonstrating technical knowledge

<p>Legislation and Health and safety</p>	<p>Legislation and Health and safety</p>	<ul style="list-style-type: none"> • Describes the adverse effects on animal behaviour of not meeting the Five Animal Needs; examples include effect on the animal of lack of water, or an environment that is too hot or too cold
<ul style="list-style-type: none"> • Does not describe how they comply with relevant EU and UK animal related legislation, organisational health and safety, animal health and welfare and environmental processes and policies as well as regulatory requirements 	<ul style="list-style-type: none"> • Describes how they comply with relevant EU and UK animal related legislation, organisational health and safety, animal health and welfare and environmental processes and policies as well as regulatory requirements 	
<p>Species/breeds</p>	<p>Species/breeds</p>	
<ul style="list-style-type: none"> • Does not identify species/breeds specific to their role and common characteristics and life stage needs • Does not recognise signs that indicate potential problems with animals' health and welfare, the impact and the actions that should be taken • Does not identify and describe animals using appropriate methods to the species involved (e.g. scanning for microchips) 	<ul style="list-style-type: none"> • Identifies common characteristics and life-stage needs of species/breeds specific to their role • Recognises signs that indicate potential problems with animals' health and welfare, the impact and the actions that should be taken • Identifies and describes animals using appropriate methods to the species involved (e.g. scanning for microchips) 	

Handling	Handling	
<ul style="list-style-type: none"> Does not know how to safely approach/handle/restrain/move/recapture animals as part of routine husbandry appropriate for the species and individual 	<ul style="list-style-type: none"> Describes how to safely approach/handle/restrain/move/recapture animals as part of routine husbandry appropriate for the species and individual 	
Skin and coat care	Skin and coat care	
<ul style="list-style-type: none"> Does not describe how they have provided appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance 	<ul style="list-style-type: none"> Describes how they have provided appropriate care, for example coat, skin, scales, plumage and feet to ensure good health and appearance 	
Medication	Medication	
<ul style="list-style-type: none"> Does not describe how they store, use and administer medication in line with legislative and veterinary instructions as appropriate 	<ul style="list-style-type: none"> Describes how they store, use and administer medication in line with legislative and veterinary instructions as appropriate 	

First Aid	First Aid	
<ul style="list-style-type: none"> Does not describe how to respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate 	<ul style="list-style-type: none"> Describes how to respond to animal first aid, urgent, ongoing and preventive care requirements as appropriate 	
Anatomy and physiology	Anatomy and physiology	
<ul style="list-style-type: none"> Does not display knowledge of basic anatomy and physiology including reproduction, obstetrics and reproductive behaviour, including neutering 	<ul style="list-style-type: none"> Displays knowledge of basic anatomy and physiology including reproduction, obstetrics and reproductive behaviour, for example, neutering 	
Behaviour	Behaviour	
<ul style="list-style-type: none"> Does not recognise how an animal's natural behaviour impacts its diet and feeding patterns by incorrect selection and placement of resources required including food and water Does not describe how the animal they are working with learns and the basic principles of re-enforcement techniques and the importance of the human-animal bond 	<ul style="list-style-type: none"> Describes how an animal's natural behaviour impacts its diet and feeding patterns, and the importance of the correct selection of resources required and placement of food and water in accommodation Outlines how the animal they are working with learns, and the basic principles of re-inforcement techniques and the importance of the human-animal bond 	

<ul style="list-style-type: none"> Does not describe how to provide exercise/socialise, and appropriate enrichment for animals relevant to their specific needs 	<ul style="list-style-type: none"> Describes how to provide exercise/socialise, and appropriate enrichment for animals relevant to their specific needs 	
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EPA element: Options		
Fail	Pass	Distinction
		Completes all of the Professional Discussion activities detailed in the Pass criteria column, and:
Animal Interaction and Handling	Animal Interaction and Handling	Animal Interaction and Handling
<ul style="list-style-type: none"> Does not describe how to prepare animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken Does not describe the signs which indicate the mental and physical condition of the animal in response to handling/interactions 	<ul style="list-style-type: none"> Describes how to prepare animals for interaction/handling, depending on the animal, the environment and the interaction/handling activities to be undertaken Describes the signs which indicate the mental and physical condition of the animal in response to handling/interactions 	<ul style="list-style-type: none"> Evaluates the outcomes of their interaction/handling of an animal, correctly recognising the reasons for success or failure of the activity

<ul style="list-style-type: none"> • Does not explain the importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities • Does not explain the importance of positive reinforcement to the animal and how to provide it • Does not outline the monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling • Does not describe how to handle an animal throughout an interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare 	<ul style="list-style-type: none"> • Explains the importance of accurately assessing animal behaviour and welfare before, during and after interactions/handling activities • Explains the importance of positive reinforcement to the animal and how to provide it • Outlines the monitoring, reporting and recording processes relating to animal responses and animal welfare during interaction and handling • Describes how to handle an animal throughout an interaction/handling to promote the animal's health, normal behaviour and physical and emotional welfare 	
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Rehoming	Rehoming	Rehoming
<ul style="list-style-type: none"> • Does not describe the needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming • Does not describe the facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience • Does not describe the support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal • Does not describe the animal intake processes in line with workplace policies and procedures • Does not describe the matching process 	<ul style="list-style-type: none"> • Describes the needs of an animal and factors to be assessed in relation to an animal's readiness for rehoming • Describes the facilities, care and attention required by different animals and how to explain these to customers/clients in relation to their circumstances and experience • Describes the support appropriate and available to customers/clients during the rehoming/intake process and the sources of information and specialist advice following rehoming/intake of an animal • Describes the animal intake processes in line with workplace policies and procedures • Describes the matching process 	<ul style="list-style-type: none"> • Evaluates the outcomes of rehoming an animal, correctly recognising the reasons for success or failure of the activity

Movement and Transportation	Movement and Transportation	Movement and Transportation
<ul style="list-style-type: none"> • Does not describe the legal requirements relating to the movement and transportation of animals • Does not explain different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise • Does not describe how to prepare for the movement and/or transportation of animals taking into account their welfare, and including serviceability/cleanliness of transportation equipment • Does not describe how to use appropriate equipment and methods to move and transport animals for example barriers, caging and restraint • Does not explain how to monitor physical and emotional health and welfare of animals during and after movement and transportation. 	<ul style="list-style-type: none"> • Describes the legal requirements relating to the movement and transportation of animals • Explains different animals' requirements, for example life stage, internal and external environmental factors, climate control and noise • Describes how to prepare for the movement and/or transportation of animals taking into account their welfare, and including serviceability/cleanliness of transportation equipment • Describes how to use appropriate equipment and methods to move and transport animals for example barriers, caging and restraint • Explains how to monitor physical and emotional health and welfare of animals during and after movement and transportation. • Explains how to identify routes for transportation including how to plan for contingencies 	<ul style="list-style-type: none"> • Reviews a recent animal movement/transportation and suggests improvements(s) to the animal's experience. For example, how an animal exposed to loud noise or incorrect environment may become stressed, and stop eating/drinking

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<ul style="list-style-type: none"> Does not explain how to identify routes for transportation including how to plan for contingencies 		
<p>Operations/Reception</p>	<p>Operations/Reception</p>	<p>Operations/Reception</p>
<ul style="list-style-type: none"> Does not describe the animal product and sundry items safe storage, display and stock rotation process Does not describe the extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility Does not describe the different methods of payment Does not describe how to deal with customer enquiries, including complaints and appropriate action to take in line with organisational policies Does not describe the range of customers/clients/animals and how to respond 	<ul style="list-style-type: none"> Describes the animal product and sundry items safe storage, display and stock rotation process Describes the extent of information, advice, support and guidance on a range of topics such as animal welfare given to customers within own responsibility Describes the different methods of payment Describes how to deal with customer enquiries, including complaints and appropriate action to take in line with organisational policies Describes the range of customers/clients/animals and how to respond appropriately to varied situations applicable to their job role 	<ul style="list-style-type: none"> Explains how delivery of exceptional customer service impacts on the operations of the organisation. For example, being empathetic to a member of the public and clearly explaining the reasons for their actions

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<p>appropriately to varied situations applicable to their job role</p> <ul style="list-style-type: none"> • Does not describe the organisation’s policies and procedures for making customer and animal registrations and bookings • Cannot explain why it is important to present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate • Does not describe the different methods of technology for internal and external communication and when they should be used 	<ul style="list-style-type: none"> • Describes the organisation’s policies and procedures for making customer and animal registrations and bookings • Explains why it is important to present a safe, friendly and welcoming reception for internal and external customers/clients/animals as appropriate • Describes the different methods of technology for internal and external communication and when they should be used 	
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Breeding	Breeding	Breeding
<ul style="list-style-type: none"> • Does not outline the stages of gestation • Does not describe the behavioural changes • Does not describe the changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle • Does not outline the various stages of parturition and issues that can occur • Does not describe the social and environmental factors which will impact on development • Does not outline the socialisation periods associated to species • Does not describe the signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features and how to prevent them 	<ul style="list-style-type: none"> • Outlines the stages of gestation • Describes the behavioural changes • Describes the changes to the dietary/nutritional and exercise requirements throughout the reproductive cycle • Outlines the various stages of parturition and issues that can occur • Describes the social and environmental factors which will impact on development • Outlines the socialisation periods associated to species • Describes the signs and symptoms of common disorders associated with inbreeding/conformation/exaggerated features and how to prevent them • Outlines how to prepare animals and environment for mating 	<ul style="list-style-type: none"> • Evaluates the outcomes of breeding an animal, recognising the factors influencing success

<ul style="list-style-type: none"> • Does not outline how to prepare animals and environment for mating • Does not explain why animals are monitored during parturition • Does not outline the care and monitoring requirements of neonates • Does not describe the procedures for caring for the young (once weaned) and introducing them to new environments 	<ul style="list-style-type: none"> • Explains why animals are monitored during parturition • Outlines the care and monitoring requirements of neonates • Describes the procedures for caring for the young (once weaned) and introducing them to new environments 	
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Working Dog Handler	Working Dog Handler	Working Dog Handler
<ul style="list-style-type: none"> • Does not outline how the dog's characteristics (physical and sensory) are used by the dog to deliver the operational effect • Does not describe issues involving the dog's stress and emotional responses • Does not describe how to maintain trained behaviour to minimum operational standards • Does not list individual dog body language and behaviour traits • Does not list the requirements for moving and transporting working dogs • Does not describe how to fit and maintain appropriate equipment, ensuring the dog can operate safely • Does not describe how you would conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the 	<ul style="list-style-type: none"> • Outlines how the dog's characteristics (physical and sensory) are used by the dog to deliver the operational effect • Describes issues involving the dog's stress and emotional responses • Describes how to maintain trained behaviour to minimum operational standards • Lists individual dog body language and behaviour traits • Lists the requirements for moving and transporting working dogs • Describes how to fit and maintain appropriate equipment, ensuring the dog can operate safely • Describes how you would conduct refresher/maintenance training with the support of a helper and dog trainer at an appropriate frequency to maintain the minimum standard of operational performance 	<ul style="list-style-type: none"> • Identifies and explains comparisons between different working dogs breeds in relation to the role they are undertaking

<p>minimum standard of operational performance</p> <ul style="list-style-type: none"> • Does not outline how to interpret the dog's behaviour and indications and react accordingly to the operational situation • Does not explain how you would ensure that the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employer's policies and procedures • Does not describe how a dog team would operate within the legal and ethical framework associated with their employment • Does not describe the loading of a working dog, ready for transportation 	<ul style="list-style-type: none"> • Outlines how to interpret the dog's behaviour and indications and react accordingly to the operational situation • Explains how you would ensure that the dog team (handler and dog) maintains the minimum standard of operational performance as determined by national standards or the employer's policies and procedures • Describes how a dog team would operate within the legal and ethical framework associated with their employment • Describes the loading of a working dog, ready for transportation 	
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Wildlife Rehabilitation	Wildlife Rehabilitation	Wildlife Rehabilitation
<ul style="list-style-type: none"> • Does not describe the differences between treating and interacting with domestic and wildlife species • Does not explain how you would identify wild animals that are suitable for rehabilitation and release • Does not highlight the basic legal and ethical implications pertaining to wildlife rehabilitation and • Does not provide details of legislation and licences specific to wildlife rehabilitation • Does not provide an overview of the rehabilitation process including: how you would respond to collection requests; capture and transportation of wildlife casualties; the importance of recording accurate admission details; the use of rehabilitation protocols for the care of wildlife casualties. 	<ul style="list-style-type: none"> • Describes the differences between treating and interacting with domestic and wildlife species • Explains how you would identify wild animals that are suitable for rehabilitation and release • Highlights the basic legal and ethical implications pertaining to wildlife rehabilitation and transport • Provides details of legislation and licences specific to wildlife rehabilitation • Provides an overview of the rehabilitation process including: how you would respond to collection requests; capture and transportation of wildlife; the importance of recording accurate admission details; the use of rehabilitation protocols for the care of wildlife casualties. • Discusses the principles of releasing rehabilitated animals, taking into account how you would plan for a release 	<ul style="list-style-type: none"> • Evaluates the outcomes of rehabilitating an animal, correctly recognising the reasons for success or failure of the activity

<ul style="list-style-type: none"> • Does not discuss the principles of releasing rehabilitated animals, taking into account how you would plan for a release • Does not define the process of post-release monitoring and when it would be used • Does not describe abnormal behaviours that may be observed in wildlife species within a centre, including stereotypic behaviour and imprinting, highlighting reasons for these and how they can be minimised or avoided 	<ul style="list-style-type: none"> • Defines the process of post-release monitoring and when it would be used • Describes abnormal behaviours that may be observed in wildlife species within a centre, including stereotypic behaviour and imprinting, highlighting reasons for these and how they can be minimised or avoided 	
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Veterinary Care Support	Veterinary Care Support	Veterinary Care Support
<ul style="list-style-type: none"> • Does not explain how they have responded in an emergency situation • Does not describe key task carried out when providing pre- and post-operative care • Does not explain the part they play in assisting a Veterinary Surgeon during patient monitoring (for example, anaesthesia) • Does not describe a range of cases that have required in patient care, and the breadth of care they have provided • Does not explain the range of diagnostic care, tests including X-rays task they perform at their workplace • Does not explain the end of life care for pets, processes and procedures including support they provide to the owner and how to deal with emotionally upset clients 	<ul style="list-style-type: none"> • Explains how they have responded in an emergency situation • Describes key task carried out when providing pre- and post-operative care • Explains the part they play in assisting a Veterinary Surgeon during patient monitoring (for example, anaesthesia) • Describes a range of cases that have required in patient care, and the breadth of care they have provided • Explains the range of diagnostic care, tests including X-ray tasks they perform at their workplace • Explains the end-of-life care for pets, processes and procedures including support they provide to the owner and how to deal with emotionally upset clients 	<ul style="list-style-type: none"> • Evaluates a range of cases that required patient care in the context of the patient outcome

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<ul style="list-style-type: none"> • Does not outline common medical, behavioural and surgical care requirements • Does not outline the principles of care and related procedures and how to deal with these • Does not outline clinical parameters of common species seen in a veterinary environment • Does not describe how they work within legislation and limitations in relation to role and responsibilities in a clinical environment • Does not explain the importance of legislation in relation to the dispensing and administering of medication 	<ul style="list-style-type: none"> • Outlines common medical, behavioural and surgical care requirements • Outlines the principles of care and related procedures and how to deal with these • Outlines clinical parameters of common species seen in a veterinary environment • Describes how they work within legislation and limitations in relation to role and responsibilities in a clinical environment • Explains the importance of legislation in relation to the dispensing and administering of medication 	
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