

**Level 3**

**Animal Care and Welfare Manager**

**ST1359**

**End-Point Assessment Specification**

March 2024

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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 EPA. A full range of support materials are available for users of VetSkill's EPA service.

## Overview of the Animal Care and Welfare Manager Apprenticeship

Animal care and welfare managers may typically be employed by animal charities, pet care services, pet retailers, entertainment and education.

The work is carried out individually or as part of a team in places such as kennels and catteries, animal welfare centres, farm parks, grooming salons rehabilitation centres, retail outlets and during the transportation of animals.

Apprentices may work for small independent employers through to national pet businesses and could specialise in one or more species.

The broad purpose of the occupation is to plan and manage the husbandry needs of domestic and/ or wild animals in their care. They will problem solve and deal with issues arising relating to the animal's welfare. They ensure that the welfare needs of individual animals are met and that colleagues are appropriately engaged. They will adapt and prepare for the needs of the individual animal, taking accounts of things such as their life stage, condition or behaviour.

The animal care and welfare manager will provide a customer service and deal with client complaints. They will gather information from the customer to support the care and provide advice when appropriate.

Typically, an animal care and welfare manager will provide the animals with sustainable, enriching environments and keep the animals in good physical and mental health. They plan and implement suitable groups to prevent conflict and ensure stress free environments, recognising where social contact is not appropriate.

An animal care and welfare manager will conduct welfare assessments and prepare plans to meet the bespoke needs of the animal. They ensure accommodation and husbandry requirements are met.

In their daily work, an employee in this occupation interacts with a range of stakeholders using a variety of communication styles. These may typically include customers, clients, veterinary professionals, licensing officers, service providers, product suppliers and manufacturers. They may also liaise with other animal care professionals and industry bodies. They will share technical knowledge with peers and will support newly appointed carers or volunteers.

An employee in this occupation will be responsible for providing care to animals in accordance with appropriate legislation, regulations and organisational policies. They oversee the day to day running of the business, working autonomously, planning and carrying out the daily working schedule. They support or supervise others on their team. They will report and maintain necessary records in relation to the animals, their welfare, and the maintenance of relevant equipment.

Often working with a variety of species or breeds, they are responsible for detailing nutritional and accommodation requirements which are implemented by colleagues.

They have a responsibility to operate in a sustainable manner, adopting environmentally sustainable working practices. They will maintain a professional and safe working environment in line with legislation and company policies and take responsibility for themselves, animals and others. They will be responsible for handling and storing equipment in accordance with company policy/ safety requirements. They will ensure that

equipment is disinfected appropriately, and that cleanliness and bio security are maintained. They will dispose of waste materials in line with regulatory requirements.

An animal care and welfare manager will have responsibility for handling confidential data and may take payments for services provided. They will also deal with standard customer queries.

They will adhere to legal requirements relevant to their setting and including the Animal Welfare Act 2006, Vet Surgeons Act 1966. They have a responsibility to work safely in accordance with health and safety regulations and company policies.

## 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 EPA 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
- confirmation that the apprentice is consistently working at, or above, the level set out in the Apprenticeship Standard
- achieved Level 2 English and mathematics<sup>1</sup>

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<sup>1</sup> For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

## End-Point Assessment Methods

The EPA will typically span one day for the Observation and Questions and Professional Discussion supported with a portfolio and will usually be conducted at the apprentice's normal work location.

The assessment methods can be delivered in any order and the result of one assessment method does not need to be known before starting the next.

### Observation and questions

<b>Duration</b>	3 hours – typically 2.5 hours for the observation and 30 minutes for questions (+10%)
<b>Location</b>	Apprentice's workplace
<b>Grade</b>	Fail / Pass / Distinction

The apprentice will be observed whilst completing a practical assessment as part of their normal duties in the workplace, through naturally occurring evidence. They will be expected to demonstrate the Knowledge, Skills and Behaviours (KSBs) they have learned through completion of the apprenticeship process, in accordance with the Standard.

Observations make use of employer resources and equipment which will be familiar to the apprentice and allow them to perform at their best. Questions are used to clarify the depth of their Knowledge, Skills and Behaviours, 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.

The following must be observed during the observation:

- completion of a health and safety risk assessment considering the safety of the animal and people
- planning for the arrival of an animal by producing a care plan that includes:
  - suitable environment/ accommodation
  - feeding requirements
  - socialisation requirements
  - consideration for exercise
- delivering animal care in accordance with company policy, legal and regulatory obligations. Including the following:
  - handling and moving the animal using suitable methods
  - evaluating animal behaviour to establish care requirements
  - assessing animal health
  - observing the weight of the animal and carrying out body condition scoring
  - evaluating, updating and making changes to the care plan where required

### Professional Discussion supported with a portfolio

<b>Duration</b>	75 minutes (plus 10%)
<b>Location</b>	Any suitable location (normally employer’s premises)
<b>Grade</b>	Fail / Pass / Distinction

The professional discussion is a formal two-way conversation between the apprentice and IEPA under controlled conditions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method. The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio is not directly assessed.

The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade. A minimum of three (3) questions will be asked against the following themes:

- monitor and oversee animal care provision
- stakeholder management
- supervise day to day activities
- personal development

The professional discussion should take place in a quiet room, free from distractions and influence either face to face or remotely using video conferencing.

## Overall Grading

Performance in the EPA determines the overall grade of fail, pass, merit or distinction. The IEPA will assess the apprentice individual grades for the observation and questions and professional discussion supported with a portfolio to determine overall grade.

If the apprentice fails one assessment method or more, they will be awarded an overall fail. To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. The apprentice will achieve a merit if they achieve one pass and one distinction in the professional discussion and the practical assessment.

To achieve an overall EPA distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.



Assessment method 1 – Observation a Questions	Assessment method 2 – Professional Discussion Supported with a portfolio	Overall grading
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Merit
Distinction	Pass	Merit
Distinction	Distinction	Distinction

## Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take, provided it is within the EPA period of six months from successful Gateway, in accordance with the assessment plan for ST1359. A re-sit does not require further learning, whereas a re-take does. A re-sit is typically taken within 1 month of the EPA outcome notification. Apprentices who require a re-take should have a support plan agreed to prepare them for this.

Re-sits are not permitted as a means for improving a grade, e.g., 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.

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.

## 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.**

## Appeals

The EPA enquiries and appeals process are available on the VetSkill website.

## Appendix A: KSBs mapped to assessment methods

KNOWLEDGE	ASSESSMENT METHODS
<b>K1</b> The Animal Welfare Act, Veterinary Surgeons Act, animal related legal and regulatory obligations and company policies how they are applied.	Observation and questions
<b>K2</b> Planning the care of animals taking into account the species, individual requirements and the five animal welfare needs.	Observation and questions
<b>K3</b> Impact of the animals' environment on animal care and welfare operations.	Observation and questions
<b>K4</b> Sustainable approaches to feed, accommodation and waste management.	Observation and questions
<b>K5</b> Species and breed characteristics, the common problems associated with them and how they influence the healthcare plan.	Observation and questions
<b>K6</b> Techniques to interpret animal behaviour, and how animal behaviour affects animal health care plans.	Observation and questions
<b>K7</b> Animal enrichment requirements and methods.	Observation and questions
<b>K8</b> How the principles of animal learning can be applied in the workplace.	Professional discussion supported with a portfolio
<b>K9</b> Signs of pain, injury, disease and distress and how this information is used to inform and adapt care plan to ensure animal welfare of different breeds or species.	Professional discussion supported with a portfolio

<p><b>K10</b> Preventative healthcare approaches for animals.</p>	Professional discussion supported with a portfolio
<p><b>K11</b> Methods used to assess the health and weight of the animal and how health and weight impact on feeding and care requirements.</p>	Observation and questions
<p><b>K12</b> Principles of planning feeding schedules (including appropriate feeds, frequency, and feeding methods).</p>	Observation and questions
<p><b>K13</b> Techniques used for handling, moving and transporting animals and their advantages and limitations.</p>	Professional discussion supported with a portfolio
<p><b>K14</b> Animal accommodation requirements and methods, including dimensions and setup costs.</p>	Professional discussion supported with a portfolio
<p><b>K15</b> How to deal with animal health emergency situations.</p>	Professional discussion supported with a portfolio
<p><b>K16</b> The limits of personal responsibility and when and where escalation is required.</p>	Professional discussion supported with a portfolio
<p><b>K17</b> Risk assessment development, recording and monitoring processes.</p>	Observation and questions
<p><b>K18</b> The importance of biosecurity and how risks can be managed through disinfecting, cleaning and correct disposal of waste.</p>	Professional discussion supported with a portfolio
<p><b>K19</b> Strategies for delivering customer feedback and advice in relation to animal health, behaviour and welfare.</p>	Professional discussion supported with a portfolio

<p><b>K20</b> How to access credible and reliable sources of information to keep up to date with advances in working practices and technologies.</p>	Professional discussion supported with a portfolio
<p><b>K21</b> Legal and statutory health and safety obligations and how they impact on the organisation.</p>	Professional discussion supported with a portfolio
<p><b>K22</b> How to identify and recommend improvement opportunities for business working practices.</p>	Professional discussion supported with a portfolio
<p><b>K23</b> Project management techniques to monitor and allocate resources to deliver an efficient animal care service within budget constraints.</p>	Professional discussion supported with a portfolio
<p><b>K24</b> The importance of key performance indicators and how they are measured.</p>	Professional discussion supported with a portfolio
<p><b>K25</b> Approaches to build and maintain customer and stakeholder relationship and effective approaches to managing difficult conversations.</p>	Professional discussion supported with a portfolio
<p><b>K26</b> The suitability of different communication styles for different audiences and to meet the desired outcome.</p>	Professional discussion supported with a portfolio
<p><b>K27</b> People and team supervision strategies, including team dynamics, motivation, coaching, mentoring and training techniques.</p>	Professional discussion supported with a portfolio
<p><b>K28</b> How to conduct performance appraisals and develop personal actions plans.</p>	Professional discussion supported with a portfolio

SKILL	ASSESSMENT METHODS
<b>S1</b> Provide care for animals to meet their welfare needs and in accordance with company policy, legal and regulatory obligations.	Observation and questions
<b>S2</b> Monitor and oversee animal care ensuring the five welfare needs are met and in accordance with company policy, legislation and regulations.	Professional discussion supported with a portfolio
<b>S3</b> Evaluate animal behavioural characteristics in order to establish animal care requirements.	Observation and questions
<b>S4</b> Assess and evaluate animal health using the least invasive methods and use this to inform the care plan.	Observation and questions
<b>S5</b> Deliver medical and preventative treatments in accordance with company policies and following veterinary advice.	Professional discussion supported with a portfolio
<b>S6</b> Handle and move animals using the least invasive, minimally aversive methods suitable for the situation.	Observation and questions
<b>S7</b> Assess animal weight and carry out body condition scoring.	Observation and questions
<b>S8</b> Produce care plans to meet the welfare needs of the animal.	Observation and questions
<b>S9</b> Implement animal socialisation strategies to ensure animal health and welfare is maintained.	Observation and questions

<p><b>S10</b> Select sustainable accommodation solutions that ensure the welfare, safety and security of animals.</p>	Observation and questions
<p><b>S11</b> Manage biosecurity risks by ensuring disinfecting, cleaning and waste disposal in line with company procedures and legislation.</p>	Observation and questions
<p><b>S12</b> Complete health and safety risk assessments.</p>	Observation and questions
<p><b>S13</b> Monitor compliance with risk assessments and provide feedback to support the development of health and safety policies.</p>	Professional discussion supported with a portfolio
<p><b>S14</b> Resolve customer complaints.</p>	Professional discussion supported with a portfolio
<p><b>S15</b> Collaborate with colleagues, supply chains and customers.</p>	Professional discussion supported with a portfolio
<p><b>S16</b> Supervise the day to day running of the business (including the allocation of resources, ordering stock and scheduling workload).</p>	Professional discussion supported with a portfolio
<p><b>S17</b> Keep up to date with advances in animal care working practices and technologies and identify opportunities for these to be applied.</p>	Professional discussion supported with a portfolio
<p><b>S18</b> Monitor the health and safety of animals and people in accordance with company policies and procedures.</p>	Observation and questions
<p><b>S19</b> Support and mentor colleagues and provide constructive feedback.</p>	Professional discussion supported with a portfolio

<p><b>S20</b> Seek feedback and identify personal development needs. Undertake and apply learning from relevant continual professional development.</p>	Professional discussion supported with a portfolio
<p><b>S21</b> Provide operational information to inform team goals and objective setting.</p>	Professional discussion supported with a portfolio
<p><b>S22</b> Monitor progress towards the achievement of team goals and objectives.</p>	Professional discussion supported with a portfolio
<p><b>S23</b> Assimilate information to make changes to the animal care provision.</p>	Observation and questions
<b>BEHAVIOUR</b>	<b>ASSESSMENT METHODS</b>
<p><b>B1</b> Animal welfare focussed, showing respect and empathy for animals in their care.</p>	Observation and questions
<p><b>B2</b> Takes ownership of work.</p>	Observation and questions
<p><b>B3</b> Puts safety first for self and others.</p>	Observation and questions
<p><b>B4</b> Committed to keeping up to date with industry best practice and source solutions to improve working processes.</p>	Professional discussion supported with a portfolio
<p><b>B5</b> Respectful of others.</p>	Professional discussion supported with a portfolio



BEHAVIOUR	ASSESSMENT METHODS
<b>B6</b> Committed to personal Continual Professional Development (CPD) and applying learning to everyday practice.	Professional discussion supported with a portfolio
<b>B7</b> Team focussed and works effectively with stakeholders.	Professional discussion supported with a portfolio
<b>B8</b> Embraces equality, diversity and inclusion.	Professional discussion supported with a portfolio
<b>B9</b> Adapts communication style to the audience.	Professional discussion supported with a portfolio

## Appendix B: Mapping of KSBs to grade themes

### Observation and questions

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Health and safety K17 S11 S12 S18 B3	Risk assessment development, recording and monitoring processes. (K17)	<p>Manage biosecurity risks by ensuring disinfecting, cleaning and waste disposal in line with company procedures and legislation. (S11)</p> <p>Complete health and safety risk assessments. (S12)</p> <p>Monitor the health and safety of animals and people in accordance with company policies and procedures. (S18)</p>	Puts safety first for self and others. (B3)
Produce animal care plan K1 K2 K3 K5 K12 S8 S23	<p>The Animal Welfare Act, Veterinary Surgeons Act, animal related legal and regulatory obligations and company policies how they are applied. (K1)</p> <p>Planning the care of animals taking into account the species, individual requirements and the five animal welfare needs. (K2)</p> <p>Impact of the animals' environment on animal care and welfare operations. (K3)</p>	<p>Produce care plans to meet the welfare needs of the animal. (S8)</p> <p>Assimilate information to make changes to the animal care provision. (S23)</p>	None

	<p>Species and breed characteristics, the common problems associated with them and how they influence the healthcare plan. (K5)</p> <p>Principles of planning feeding schedules (including appropriate feeds, frequency, and feeding methods). (K12)</p>		
<p>Assess animal health and behaviour K6 K11 S3 S4 S7</p>	<p>Techniques to interpret animal behaviour, and how animal behaviour affects animal health care plans. (K6)</p> <p>Methods used to assess the health and weight of the animal and how health and weight impact on feeding and care requirements. (K11)</p>	<p>Evaluate animal behavioural characteristics in order to establish animal care requirements. (S3)</p> <p>Assess and evaluate animal health using the least invasive methods and use this to inform the care plan. (S4)</p> <p>Assess animal weight and carry out body condition scoring. (S7)</p>	None
<p>Deliver animal care K4 K7 S1 S6 S9 S10 B1 B2</p>	<p>Sustainable approaches to feed, accommodation and waste management. (K4)</p> <p>Animal enrichment requirements and methods. (K7)</p>	<p>Provide care for animals to meet their welfare needs and in accordance with company policy, legal and regulatory obligations. (S1)</p> <p>Handle and move animals using the least invasive, minimally aversive methods suitable for the situation. (S6)</p> <p>Implement animal socialisation strategies to ensure animal health and welfare is maintained. (S9)</p> <p>Select sustainable accommodation solutions</p>	<p>Animal welfare focussed, showing respect and empathy for animals in their care. (B1)</p> <p>Takes ownership of work. (B2)</p>

		that ensure the welfare, safety and security of animals. (S10)	
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### Professional discussion supported with a portfolio

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Monitor and oversee animal care provision K8 K9 K10 K13 K14 K15 K18 S2 S5 S13	<p>How the principles of animal learning can be applied in the workplace. (K8)</p> <p>Signs of pain, injury, disease and distress and how this information is used to inform and adapt care plan to ensure animal welfare of different breeds or species. (K9)</p> <p>Preventative healthcare approaches for animals. (K10)</p> <p>Techniques used for handling, moving and transporting animals and their advantages and limitations. (K13)</p> <p>Animal accommodation requirements and methods, including dimensions and setup costs. (K14)</p> <p>How to deal with animal health emergency situations. (K15)</p> <p>The importance of biosecurity and how risks can be managed through disinfecting, cleaning and</p>	<p>Monitor and oversee animal care ensuring the five welfare needs are met and in accordance with company policy, legislation and regulations. (S2)</p> <p>Deliver medical and preventative treatments in accordance with company policies and following veterinary advice. (S5)</p> <p>Monitor compliance with risk assessments and provide feedback to support the development of health and safety policies. (S13)</p>	None

	correct disposal of waste. (K18)		
Stakeholder management K19 K25 K26 K27 S14 S15 S19 B7 B9	<p>Strategies for delivering customer feedback and advice in relation to animal health, behaviour and welfare. (K19)</p> <p>Approaches to build and maintain customer and stakeholder relationship and effective approaches to managing difficult conversations. (K25)</p> <p>The suitability of different communication styles for different audiences and to meet the desired outcome. (K26)</p> <p>People and team supervision strategies, including team dynamics, motivation, coaching, mentoring and training techniques. (K27)</p>	<p>Resolve customer complaints. (S14)</p> <p>Collaborate with colleagues, supply chains and customers. (S15)</p> <p>Support and mentor colleagues and provide constructive feedback. (S19)</p>	<p>Team focussed and works effectively with stakeholders. (B7)</p> <p>Adapts communication style to the audience. (B9)</p>
Supervise day to day activities K16 K21 K23 K24 S16 S21 S22 B5 B8	<p>The limits of personal responsibility and when and where escalation is required. (K16)</p> <p>Legal and statutory health and safety obligations and how they impact on the organisation. (K21)</p> <p>Project management techniques to monitor and allocate resources to deliver an efficient animal care service within budget constraints. (K23)</p> <p>The importance of key performance indicators and</p>	<p>Supervise the day to day running of the business (including the allocation of resources, ordering stock and scheduling workload). (S16)</p> <p>Provide operational information to inform team goals and objective setting. (S21)</p> <p>Monitor progress towards the achievement of team goals and objectives. (S22)</p>	<p>Respectful of others. (B5)</p> <p>Embraces equality, diversity and inclusion. (B8)</p>

	how they are measured. (K24)		
Personal Development K20 K22 K28 S17 S20 B4 B6	<p>How to access credible and reliable sources of information to keep up to date with advances in working practices and technologies. (K20)</p> <p>How to identify and recommend improvement opportunities for business working practices. (K22)</p> <p>How to conduct performance appraisals and develop personal actions plans. (K28)</p>	<p>Keep up to date with advances in animal care working practices and technologies and identify opportunities for these to be applied. (S17)</p> <p>Seek feedback and identify personal development needs. Undertake and apply learning from relevant continual professional development. (S20)</p>	<p>Committed to keeping up to date with industry best practice and source solutions to improve working processes. (B4)</p> <p>Committed to personal Continual Professional Development (CPD) and applying learning to everyday practice. (B6)</p>

## Appendix C: Grading Descriptors

### End-point Assessment Method 1: Observation and Questions

THEME KSBs	PASS	DISTINCTION
<b>Health and safety</b> K17 S11 S12 S18 B3	<p>In order to achieve a PASS, apprentices must demonstrate all of the pass descriptors</p> <p>Completes a risk assessment in accordance with company policies and procedures, identifying risks and suitable control measures in relation to biosecurity, personal health and safety and animal welfare. (K17, S12)</p> <p>Monitors the health and safety of animals and people, adapting their delivery approach to ensure the safety of self and others. (S18, B3)</p> <p>Ensures biosecurity risks are mitigated through disinfecting, cleaning and waste disposal in line with company procedures and legislation. (S11)</p>	<p>In order to achieve a DISTINCTION, apprentices must demonstrate all the pass descriptors and all of the distinction descriptors</p> <p>N/A</p>
<b>Produce animal care plan</b>	<p>Produces an animal care plan in accordance with relevant regulatory legislation considering the animal's individual</p>	<p>Justifies how their care plan optimises the physical and mental wellbeing of the animal. (K2, S8)</p>

K1, K2, K3 K5, K12, S8, S23	needs, environment, and breed characteristics to meet the 5 welfare needs. (K1, K2, K3, K5, K12, S8) Reviews and updates the care plan, justifying any changes made. (S23)	
<b>Assess animal health and behaviour</b> K6, K11, S3, S4, S7	Conducts an assessment of animal health, behaviour, weight and body condition using the least invasive methods and uses their findings to inform the care plan.  (K6, K11, S3, S4, S7)	N/A
<b>Deliver animal care</b> K4, K7, S1, S6, S9, S10, B1, B2	Takes responsibility and provides respectful and empathetic care that meets the individual welfare needs of animals, including for handling, socialisation and enrichment, in line with company policies and legal requirements. (K7, S1, S9, B1)  Takes responsibility for handling and moving animals, assessing the situation and utilising the least invasive methods. (S6, B2)  Considers environmental factors and selects sustainable approaches to feed, accommodation and waste management that ensure the welfare, safety and security of animals. (K4, S10)	Evaluates their approach to delivering animal care using the least invasive method and how they tailored their approach in line with the animals' response. (S6, B1)
<b>Fail: apprentices will fail where they do not meet all the pass criteria</b>		



## End-point Assessment Method 2: Professional Discussion Supported with a Portfolio

Theme KSBs	PASS	DISTINCTION
<p><b>Monitor and oversee animal care provision</b> K8, K9, K10, K13, K14, K15, K18, S2, S5, S13</p>	<p>In order to achieve a PASS, apprentices must demonstrate all of the pass descriptors</p> <p>Describes how they oversee animal care, highlighting all necessary considerations (including breed characteristics) when developing care plans to ensure animal welfare needs (K9, S2)</p> <p>Explains how they deliver preventative healthcare approaches for animals in accordance with company policy and veterinary advice. Describes how to deal with animal health emergency situations and how to deliver appropriate medical care. (K10, K15, S5)</p> <p>Describes risks and limitations of various techniques used for handling, moving and transporting animals (K13)</p> <p>Explains the importance of biosecurity and how risks can be managed through application and monitoring of</p>	<p>In order to achieve a DISTINCTION, apprentices must demonstrate all the pass descriptors and all of the distinction descriptors</p> <p>Justifies changes they have made to animal care provision and how this has had a positive impact on animal welfare. (K8, K13, K14, S2)</p> <p>Evaluates the benefits of a preventative approach in healthcare for the animal's wellbeing and the organisation. (K10, S5)</p>

	<p>appropriate measures and processes. Describes how they support the development of health and safety policies. (K18, S13)</p> <p>Identifies animal accommodation requirements and methods, including dimensions and setup costs. (K14)</p> <p>Describes how they apply the principles of animal learning in the workplace (K8)</p>	
<p><b>Stakeholder management</b> K19, K25, K26, K27, S14, 15, S19, B7, B9</p>	<p>Describes how they collaborate with colleagues, supply chains and customers including the strategies used to deliver customer feedback and advice on animal health and welfare. (K19, S15)</p> <p>Describes their approach to building and maintaining customer relationships and resolving complaints, explaining how the communication style they use affects outcomes. (K25, K26, S14, B9)</p> <p>Evaluates the strategies they use to supervise, support, coach and mentor colleagues and how these have a positive impact on motivation and team dynamics. (K27, S19, B7)</p>	<p>N/A</p>

<p><b>Supervise day to day activities</b> K16, K21, K23, K24, S16, S21, S22, B5, B8</p>	<p>Explains how they supervise the day to day running of the business, describing how they contribute to the success of the business through allocating resources, ordering stock, scheduling workload and escalating concerns beyond their remit. (K16, S16)</p> <p>Explains how they support the aims of the business through providing information to inform team goals, objective setting, and the monitoring of key performance indicators and why this is important. (K24, S21)</p> <p>Describes how to ensure effective delivery of an animal care provision through the application of a range project management techniques and the monitoring of progress (K23, S22)</p> <p>Explains how they implement and follow health and safety requirements and respect the equality, diversity and inclusion of others, and how this benefits the organisation (K21, B5, B8)</p>	<p>Evaluate ways in which their management approach has had a positive impact on business efficiency and helped the organisation achieve its goals. (K23, S16)</p>
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<p><b>Personal development</b> K20, K22, K28, S17, S20, B4, B6</p>	<p>Evaluates the sources they use to keep up to date with advances in working practices and technologies and describes how they have used these to identify opportunities to improve both their own individual practice and wider business ways of working. (K20, K22, S17, B4)</p> <p>Describes how they seek feedback and use performance appraisals to identify personal development needs and apply learning from CPD activities to improve their work. (K28, S20, B6)</p>	<p>N/A</p>
<p><b>Fail: apprentices will fail where they do not meet all the pass criteria</b></p>		

## Contact Information

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