

Level 3 Award / Certificate in the Principles of Animal Management within a Pet Store (QCF) (7762-03)



Qualification Handbook

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Introduction

This qualification is aimed at candidates who wish to progress to employment within the pet store industry.

Aims

To provide a level 3 qualification in pet store management that meets the needs of employers/trainers within the sector. The training may be carried out in the work-place or training school and will be assessed by external examination.

Objectives

The qualification is designed to:

- provide an industry recognised qualification at level 3
- provide a competent workforce at level 3
- meet the requirements of the pet shop licensing authority

General Information

These qualifications have been designed by City & Guilds NPTC to support government initiatives towards the Qualifications and Credit Framework (QCF). They can contribute towards the knowledge and understanding required for the related work-based qualification while not requiring or proving evidence of occupational competence.

The qualification is suitable for candidates established in the industry and/or sufficiently advanced to study for a level 3 qualification. It provides a valuable route for candidates who do not have access to an N/SVQ.

The qualification can be taken as a whole or in 2 sections, i.e. Examination paper 1, unit 301 and examination paper 2, unit 302

This vocationally related qualification has been designed by the Pet Care Trust and supports government initiatives towards the Qualifications and Credit Framework.

No formal entry requirements are needed but candidates should have sufficient level of literacy and numeracy to enable success in the examination.

General Structure and Qualification Endorsement

The qualifications are made up of units expressed in a standard format. Each unit is preceded by:

- the level, GLH and credit value of the unit
- the rationale for the unit
- the outcomes
- the assessment methods

To gain the NPTC Level 3 Certificate in the Principles of Pet Store Management, candidates must pass both units.

The units

Unit 301: The principles of animal management within a pet store environment

Unit 302: The principles of pet store management systems and procedures

Unit 901: Level 3 Certificate in the Principles of Pet Store Management (QCF) Grading module

Unit 902: Level 3 Award in the Principles of Pet Store Management (QCF) Grading module

If candidates only achieve one unit, then they will be certificated the Award in the Principles of Pet Store Management.

Please note: the existing NPTC Level 3 Advanced Certificate in Pet Store Management on the NQF will no longer be open for registrations beyond 31 October 2009.

Assessment and Quality Assurance

Assessment is by two externally set and marked, short answer written examinations:

- The principles of animal management within a pet store environment (unit 301)
- The principles of pet store management systems and procedures (unit 302)

Examinations are graded pass, credit and distinction. The overall grade for the qualification is determined according to the grid below.

The principles of animal management within a pet store environment	The principles of pet store management systems and procedures	Overall grade
Pass	Pass	Pass
Pass	Merit	Pass
Pass	Distinction	Merit
Merit	Pass	Pass
Merit	Merit	Merit
Merit	Distinction	Merit
Distinction	Pass	Merit
Distinction	Merit	Merit
Distinction	Distinction	Distinction

Course Design

Tutors/assessors should familiarise themselves with the structure and content of the qualifications before designing an appropriate course; in particular they are advised to consider the knowledge and understanding requirements of the units.

City & Guilds NPTC does not itself provide courses of instruction or specify entry requirements. As long as the requirements for the award are met, tutors/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the learners. Units are broadly the same size and centres may deliver them in any order they wish. Centres may wish to introduce other topics as part of the programme which will not be assessed through the qualifications, e.g. to meet local needs.

It is recommended that centres cover the following in the delivery of the course, where appropriate:

- Health and Safety considerations, in particular the need to impress to learners that they must preserve the health and safety of others as well as themselves
- Environmental education, related European issues
- Spiritual, moral, ethical, social and cultural issues

Additional Information

May be sought from relevant instruction books, manuals, any other appropriate training or safety publication.

Health and safety, spiritual, cultural, environmental and European issues

Units/ outcomes	Spiritual, Moral, Ethical, Social and Cultural	Environmental	Health & Safety	European development
301		X	X	
302		X	X	X

Test specifications

The knowledge requirements will be assessed by two short-answer written examinations

Paper title: Level 3 Certificate in the Principles of Pet Store Management				
Paper 1 The principles of animal management in a pet store environment				
Test duration: 2.5 hours		Total number of questions: 25		
Unit 301 outcome		Number of questions	Total marks	%
1	Describe animal identification and management of small mammals	10	40	40
2	Describe animal identification and management of dogs and cats	6	24	24
3	Describe animal identification and management of reptiles and amphibians	3	12	12
4	Describe animal identification and management of aquatics	3	12	12
5	Describe animal identification and management of pet and aviary birds	3	12	12

Paper title: Level 3 Certificate in the Principles of Pet Store Management				
Paper 2 The principles of pet store management systems and procedures				
Test duration: 2.5 hours		Total number of questions: 25		
Unit 302 outcome		Number of questions	Total marks	%
1	Review animal health and hygiene problems, requirements and procedures	9	36	36
2	Outline pet trade legislation in relation to companion animals, the workplace and retailers and consumers	8	32	32
3	Describe management systems and procedures within the pet store environment	8	32	32

Unit 301: The principles of animal management with a pet store environment

Level 3	100 GLH	10 credits
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Rationale

The candidate will be able to have an in depth knowledge and understanding of animal management. This qualification promotes progression within the Sector. Candidates can also specialise with particular animal groups. It can be completed as part of the requirements of the Pet Store environment Licensing System.

The unit covers the identification and biological details of small mammals, cats and dogs, reptiles and amphibians, aquatic species and pet and aviary birds. Sources of supply and selling techniques are also covered with a review of the equipment and accessories required for the wellbeing of different species within the range.

Outcomes

There are five outcomes to this unit. The candidate will be able to:

1. describe animal identification and management for small mammals
2. describe animal identification and management for dogs and cats
3. describe animal identification and management for reptiles and amphibians
4. describe animal identification and management for aquatic species
5. describe animal identification and management for pet and aviary birds.

Assessment

Short answer written examination in the Principles of Animal Management within a Pet Store Environment.

Outcome 1 Describe animal identification and management for small mammals

Underpinning knowledge

The candidate will be able to:

1. identify breeds within a species
2. outline biological data for small mammals
3. outline husbandry techniques small mammals
4. identify sources of supply of small mammals
5. describe selling procedures for small mammals
6. review the equipment and accessories required for the keeping and wellbeing of different species of small mammals.

Range

Animals

Rabbits, Guinea pigs, gerbils, Syrian hamsters, dwarf hamsters (Roborovski, Chinese and Russian), rats, fancy mice, Chinchillas, Degus, ferrets, chipmunks.

Biological data

Gestation, birth weight, numbers in litter, weaning age, adult weight, breeding life, life expectancy.

Husbandry

Feeding, housing, bedding, handling, sexing, health, cleaning.

Outcome 2 Describe animal identification and management for dogs and cats

Underpinning knowledge

The candidate will be able to:

1. identify breeds of cats and dogs
2. outline biological data for dogs and cats
3. outline husbandry techniques for dogs and cats
4. identify sources of supply of dogs and cats
5. describe selling procedures for dogs and cats
6. review the equipment and accessories required for the keeping and wellbeing of dogs and cats.

Range

Dogs and cats

Dogs and puppies, cats and kittens.

Biological data

Gestation, birth weight, numbers in litter, weaning age, adult weight, breeding life, life expectancy.

Husbandry

Feeding, housing, handling, sexing, health, cleaning.

Outcome 3 Describe livestock identification and management for reptiles and amphibians

Underpinning knowledge

The candidate will be able to:

1. identify species of reptiles and amphibians
2. outline biological data for reptile and amphibian species
3. outline husbandry techniques for reptile and amphibian species
4. identify sources of supply for reptile and amphibian species
5. describe selling procedures for reptile and amphibian species
6. review the equipment and accessories required for the keeping and wellbeing of different species of reptile and amphibian species.

Range

Reptiles and amphibians

Snakes - Royal Pythons, Garter Snake, King Snake, Rosy Boa, Corn snake.

Lizards – Leopard Gecko, Crested Gecko, Yemen Chameleon, Bearded Dragon, Water Dragon, Green and Brown Anoles, Blue tongued Skink, Berber.

Chelonians –Tortoises, Horsfield Tortoise, Painted Turtles, Map Turtles.

Amphibians - Axolotls; Whites Tree Frogs, Fire Bellied Toads, Horned Frogs, Fire salamander.

Biological data

Life cycle, breeding life, life expectancy.

Husbandry

Feeding; housing; cleaning; heating; lighting; humidity; ventilation; handling; hibernation; health; sexing.

Legislations

Endangered Species (Import and Export) Act 1976, the Control of Trade in Endangered Species (enforcement) Regulations 1997, EU Regulation 1/2005 – Welfare of Animals (Transport) 2006.

Outcome 4 Describe livestock identification and management for aquatic species

Underpinning knowledge

The candidate will be able to:

1. identify species of ornamental fish
2. outline husbandry techniques for ornamental fish
3. identify sources of supply of ornamental fish
4. describe selling procedures for ornamental fish
5. review the equipment and accessories required for the keeping and wellbeing of different species of ornamental fish.

Range

Ornamental fish

- **Cold water:**

Goldfish, Oranda, Koi, Sterlet.

- **Tropical freshwater:**

Guppy, Black Molly, Neon Tetra, Congo Tetra, Piranha, White cloud mountain minnow, Zebra danio, Tiger barb, Cherry barb, Tinfoil barb, Red tail black shark, Dwarf Gourami, Siamese fighting fish, Angel fish, Kribensis, Firemouth Cichlid, Blue Zebra Cichlid, Bronze corydoras, Clown loach, Plecostomus.

Husbandry techniques

Feeding, setting up systems, heating, lighting, filtration, decoration, gravel, water quality and stocking densities, hygiene, diseases, handling.

Outcome 5 Describe livestock identification and management for pet and aviary birds

Underpinning knowledge

The candidate will be able to:

1. identify varieties of pet and aviary birds
2. outline biological data for a range of species of pet and aviary birds
3. outline husbandry techniques for pet and aviary birds
4. identify sources of supply for pet and aviary birds
5. describe selling procedures for pet and aviary birds
6. review the equipment and accessories required for the keeping and wellbeing of different species of pet and aviary birds.

Range

Pet and aviary birds

Parrots- African Grey Parrots, Amazon Green Parrot, Cockatoo, Macaw.

Parakeets- Ring Necked Parakeets, Budgerigars, Cockatiels, Lovebirds.

Finches- Zebra Finches, Bengalese Finches.

Canaries.

Waxbills: Red eared, Orange Cheeked.

Doves -Diamond Doves.

Quails – Chinese Painted.

Softbills – Mynahs, Peking Robin.

Nectar feeders – Lorikeets, tanagers, sugar birds, sunbirds, humming birds.

Chickens.

Husbandry techniques

Feeding, housing, cleaning, handling, sexing, health.

Unit 302 The principles of pet store management systems and procedures

Level 3	80 GLH	8 credits
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Rationale

The candidate will be able to outline relevant legislation relating to the supervision, care, health, welfare and wellbeing of animals and staff within a pet store environment. It is aimed at those already employed or seeking employment in a Supervisory or Management capacity in the sector. It can be used as progression from level 2 programmes. It can be completed as part of the requirements of the Pet Store Licensing System.

The unit covers differences between classes of animals, their wellbeing and health checks. The unit provides candidates with knowledge on health and hygiene routines, animal nutritional requirements, preventative treatments and stocking densities. The signs of common diseases and parasites and their treatments are also covered.

The unit covers the legislation that relates to pet store management. It will also give candidates knowledge on the employment and training of staff, health and safety issues, customer relations, licensing and financial systems, design, layout, and stock control.

Outcomes

There are 3 outcomes to this unit. The candidate will be able to:

1. review animal health and hygiene problems, requirements and procedures
2. outline pet trade legislation in relation to companion animals, the workplace and retailers and consumers
3. describe management systems and procedures within the pet store environment.

Assessment

Short answer written examination in the Principles of Pet Store Management Systems and Procedures.

Outcome1 Review animal health and hygiene problems, requirements and procedures

Underpinning knowledge

The candidate will be able to:

1. explain the differences between classes of animals
2. define the term disease
3. describe how to perform a health check
4. outline the principles of caring for sick animals
5. explain health and hygiene routines and preventative treatments for animals
6. identify common parasites found in a pet store environment
7. describe the clinical signs of infestation and the treatments
8. explain the principles of the nutritional requirements of animals
9. explain stocking densities and where information relating to this may be found.

Range

Classes

Vertebrates, invertebrates.

Disease

Contagious, infectious, zoonotic, notifiable, transmission routes, signs of ill health, observation of stock, health checks.

Hygiene

Grooming, coat types, teeth, ears and nails, preventative treatments, exercise facilities (puppies and kittens), cleaning routines and disposal of excreta and soiled bedding.

Parasites

- Internal- round worms, tape worms, flukes.
- External – fleas, mites, ticks.

Caring for sick animals

Isolation, administering medicines, euthanasia.

Nutrition

Feeding behaviour, types of food, feeding regimes, food storage.

Stocking densities

Small mammals, cage birds, reptiles and amphibians, ornamental fish (water quality criteria).

Outcome 2 Outline pet trade legislation in relation to companion animals, the workplace and retailers and consumers

Underpinning knowledge

The candidate will be able to:

1. outline legislation relating to companion animals
2. outline legislation relating to the workplace
3. outline legislation relating to retailers and consumers.

Range

Legislation – companion animals

The Protection of Animals Act, the Control of Trade in Endangered Species (enforcement) Regulations 1997, Pet Animals Act, Wildlife and Countryside Act, Welfare of Animals during Transit Order, Animals Act, Zoonosis Order, Veterinary Surgeons Act, Veterinary Medicines Regulations, Animal Welfare Act, Anomaly Health and Welfare Act (Scotland), Dangerous Wild Animals, The Pet Animals Act, The Dangerous Dog Act, Breeding and Sale of Dogs (Welfare) Act and Welfare in Transport of Regulation (EC).

Legislation – workplace

Health and Safety at Work, COSHH, Consumer Protection, Equal opportunities, Minimum Wage, Disability Act, The Offices and Shops Act, Employer Liability, Fire Precaution Act, Electricity at Work Regulations, Environmental Protection Act, Manual handling Operations Regulations, Health and Safety (display Screen Equipment) Regulations, Management of Health and Safety at Work Regulations, Provision and Use of Work Equipment Regulations, Workplace Regulations, Personal Protective Equipment at Work, Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).

Legislation – retailers and consumers

Consumer Protection Act, Trade Description Act, Sale and Supply of Goods Act, General Product Safety Regulations, Unfair Terms in Consumer Contracts Regulations, Customers rights, defective goods, Pet shop licence, Livestock register purchases and sales, Weights and Measures Act.

Outcome 3 Describe management systems and procedures within the pet store environment

Underpinning knowledge

The candidate will be able to:

1. review store location, design and layout
2. outline the financial procedures and systems
3. describe the principles of stock control
4. describe the principles of staff employment and training
5. describe emergency procedures in relation to the pet store environment
6. outline the principles of good customer care
7. review the licensing inspection system.

Range

Location, design and layout

Shop design, size, marketing, displays, promotions, product range, displays and image.

Financial procedures

Accounts, petty cash, cash flow forecast, costing and pricing, handling payments, taxation - PAYE, VAT, EPOS.

Stock control

Stock rotation, out-of-date stock, receiving orders.

Staff employment and training

Contracts of employment, training, employment of minors, equal opportunities, health and safety.

Emergency procedures

Fire, accidents.

Customer care

Complaints, repeat trade, pet care advice leaflets, Model Standards Conditions and Codes of Practice, related animal groups and societies.

Licensing inspection

Inspection system as determined by current legislation, records and administration, licence.

Business Types

Sole trader, partnership, franchise, limited company.

Further information

Further information regarding centre/scheme approval or any aspect of assessment of our qualifications should be referred to NPTC, with the exception of registration and certification which is via the walled garden or City & Guilds regional office.

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NPTC	024 7685 7300	0247669 6128
City & Guilds Scotland	0131 226 1556	0131 226 1558
City & Guilds North East	0191 402 5100	0191 402 5101
City & Guilds North West	01925 897900	01925 897925
City & Guilds Yorkshire	0113 380 8500	0113 380 8525
City & Guilds Wales	02920 748600	02920 748625
City & Guilds West Midlands	0121 359 6667	0121 359 7734
City & Guilds East Midlands	01773 842900	01773 833030
City & Guilds South West	01823 722200	01823 444231
City & Guilds London and South East	020 7294 2820	020 7294 2419
City & Guilds Southern	020 7294 2724	020 7294 2412
City & Guilds East	01480 308300	01480 308325
City & Guilds Northern Ireland	028 9032 5689	028 9031 2917
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Websites www.nptc.org.uk and www.city-and-guilds.co.uk

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