

# Level 3 Certificate in the Operational Principles of Kennels and Catteries (7610)



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## Qualification Handbook

September 2008

Version 1



## **Publications and enquiries**

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Registered Charity No: 1096429  
Company Registration No: 4542170

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## **Level 3 Certificate in the Operational Principles of Kennels and Catteries**

### **Introduction**

This qualification is suitable for those who may have sole responsibility for the day to day running of a kennel and cattery enterprise who are looking to have their knowledge and understanding confirmed or those that are working towards a supervisory/management role and are looking for progression. It can also contribute towards the knowledge and understanding for the NVQs in Animal Care and Welfare (0255) while containing additional knowledge and understanding which go beyond the scope of the National Occupational Standards. It provides a valuable alternative for those candidates who do not have access to the NVQ. It could provide additionality for those studying other level 3 animal care related qualifications.

For information about all land-based qualifications offered by NPTC, please refer to the website [www.nptc.org.uk](http://www.nptc.org.uk) or contact [information@nptc.org.uk](mailto:information@nptc.org.uk)

Other Vocationally Related Qualifications are available in a range of vocational areas, please contact Customer Services Enquiry unit at City & Guilds for further information.

## **General information**

This Vocationally Related Qualification has been designed by NPTC, in conjunction with the Pet Care Trust, to support government initiatives towards the National Qualifications Framework. They can contribute towards the knowledge and understanding required for the related N/SVQ

### **Qualification structure**

The Level 3 Certificate in the Operational Principles of Kennels and Catteries is made up of units expressed in a standard format. Each unit is preceded by details of:

- the rationale for the unit
- the range covered in the unit, where applicable
- the outcomes
- the assessment methods
- the relationship of the unit to the appropriate National Occupational Standards
- signposting of opportunities to generate evidence for key skills

### **Level 3 Certificate in the Operational Principles of Kennels and Catteries**

To gain the Level 3 Certificate in the Operational Principles of Kennels and Catteries, candidates must undertake assessments for all four core units (001 - 004) plus one optional unit (305 or 306). A total of 5 units in all are required to achieve the qualification.

#### **Core units**

Unit 001	Care and welfare of dogs and cats
Unit 002	Health care for dogs and cats
Unit 003	Veterinary emergencies and first aid for dogs and cats
Unit 004	Behaviour and handling of dogs and cats

#### **Optional Units**

Unit 005	Boarding establishment management and supervision
Unit 006	Rescue and re-homing establishment management and supervision

## **Assessment and quality assurance**

National standards and rigorous quality assurance are maintained by the use of NPTC set and marked written test(s)

Quality assurance includes initial centre approval, qualification approval, the centre's own procedures for monitoring quality and NPTC's ongoing monitoring by an External Verifier. Details of NPTC/City & Guild's criteria and procedures, including roles of centre staff and External Verifiers can be found in *Providing NPTC Qualifications - a guide to centre and qualification approval* (See [www.nptc.org.uk](http://www.nptc.org.uk)).

The short answer written test assesses knowledge and understanding. Examinations are graded (Pass, Merit or Distinction).

For candidates with particular requirements, centres should refer to NPTC's policy document *The application of reasonable adjustments and special considerations in vocational qualifications*, which is available from [www.nptc.org.uk](http://www.nptc.org.uk)

## **Appeals and equal opportunities**

Centres must have their own auditable, appeals procedure. If a candidate is not satisfied with the examination conditions or a candidate feels that the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however, the problem cannot be resolved, NPTC will arbitrate and an External Verifier may be approached to offer independent advice. All appeals must be clearly documented by the Centre Manager and made available to the External Verifier or NPTC if advice is required.

Access to the qualification is open to all, irrespective of gender, race, creed, age or special needs. The Centre Manager should ensure that no candidate is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. QCA requires NPTC to monitor centres to check whether equal opportunities policies are being adhered to.

## Course Design

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

NPTC does not itself provide courses of instruction or specify entry requirements. As long as the requirements for the qualification are met, tutors/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the candidates. 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 candidates that they must preserve the health and safety of others as well as themselves
- Key Skills (such as Communication, Application of Number, Information technology, Working with others, Improving own learning and performance, Problem solving.)
- Environmental education, related European issues
- Spiritual, moral, ethical, social and cultural issues.

It is recommended that 150 guided learning hours should be allocated for the core and optional units. This may be on a full time or part time basis

## Entry requirements

No specific prior qualifications, learning or experience are required for candidates undertaking the qualification. However, the nature of both the learning and assessment required for the qualification is such that, at Level 3, candidates will need good literacy and numeracy skills i.e. the ability to read and write answers in a legible and understandable form. Candidates will also need to be able to organise written information clearly and coherently, although they will not be assessed for spelling or grammatical accuracy unless these are part of the assessment criteria.

Centres will need to make an initial assessment of each candidate and decide on the most appropriate level of qualification. For example, candidates with suitable animal care/kennel and cattery management may go directly onto the Level 3. Candidates without such prior experience/skills may be advised to complete a Level 2 animal care programme first.

## **Animal welfare**

Throughout this handbook a high emphasis is placed on animal welfare, which will underpin the whole of this qualification.

The “Five Needs” and their interpretation by the RSPCA appear as an annex to the qualification handbook.

During delivery, tutors are encouraged to ensure that a high emphasis is placed upon animal welfare throughout the delivery of a course of instruction and assessment activities leading to the qualification. Also, candidates must be reminded that they should carry out all the activities to comply with the high standards of animal welfare.

Please ensure that tutors/assessors and candidates are made aware of the five animal needs.

## Centre and qualification approval

Centres wishing to offer NPTC qualifications must gain approval.

New centres must apply for centre and qualification approval.

Existing NPTC/City & Guilds centres will need to get specific qualification approval to run this qualification.

Full details of the process for both centre and qualification approval are given in *Providing NPTC qualifications – a guide to centre and qualification approval* which is available from [www.nptc.org.uk](http://www.nptc.org.uk)

NPTC/City & Guilds reserve the right to suspend an approved centre, or withdraw their approval from an approved centre to conduct a particular NPTC or City & Guilds qualification, for reasons of debt, malpractice or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of NPTC or City & Guilds.

### Operating procedures – general requirements

All Centres offering the qualification will have to meet the full requirements for the assessment procedures as detailed in this Handbook.

This includes the provision of:

- a Tutors must hold a level 3 qualification in animal care, veterinary nursing or have significant experience in a kennel and cattery environment.
- b appropriately qualified staff to invigilate the examination

### Invigilation

Centres will be expected to provide invigilators for the examination procedures. The invigilator will be responsible for the conduct and integrity of the examination. The person(s) undertaking this role will need to:

- a be familiar with the content of the NPTC/City & Guilds Conduct of examinations document
- b accurately observe the time allotted for the examination
- c read out the 'rules to candidates' prior to commencement of the examination
- d ensure compliance with all other regulations relating to the examination.

Invigilators ideally will not be involved in training the candidates. However, where this is unavoidable, the trainer will not be allowed to be the only invigilator involved for that examination.

## Registration and certification

For the award of a certificate, candidates must successfully complete the written examination for the 4 core and 1 optional units.

Core units		Assessment components required
Unit 001	Care and welfare of dogs and cats	Short answer written examination
Unit 002	Health care for dogs and cats	Short answer written examination
Unit 003	Veterinary emergencies and first aid for dogs and cats	Short answer written examination
Unit 004	Behaviour and handling of dogs and cats	Short answer written examination
Optional units		
Unit 005	Boarding establishment management and supervision	Short answer written examination <b>Component 301 tests units 001 to 005</b>
Unit 006	Rescue and re-homing establishment management and supervision	Short answer written examination <b>Component 302 tests units 001 to 004 and 006</b>

- Candidates must be registered at the beginning of their course. Centres should submit registrations using Walled Garden or Form S (Registration), under scheme/complex no 7610-13.
- Written tests are available twice a year during, June and October. Candidates must be entered for written (timetabled) assessment components using Walled Garden or Form S (and examination month entered in the 'dated entry' box).

Full details on the procedures for all NPTC qualifications registered and certificated through City & Guilds, together with dates and times of written tests will be found in the City & Guilds On-line Catalogue

## Test Specification

The knowledge requirements for units 001, 002, 003, 004 and 005 or 006 will be assessed by a short answer written test as set out in the Test Specification below.

### Qualification components

301 – Boarding establishment management (written)

302 – Rescue and re-homing establishment management (written)

To gain the qualification candidates need to register for 7610-13 and enter component 301 to be endorsed (boarding) or 302 to be endorsed (rescue and re-homing).

### Test specification 1 - Boarding kennel and cattery management

<b>Paper title: Level 3 Certificate in the Operational Principles of Kennels and Catteries</b>				
<b>Paper A – Boarding Kennel and Cattery Management (7610-301)</b>				
<b>Test duration: 2.5 hours</b>				
<b>Unit</b>	<b>Unit title</b>	<b>No. of Qs</b>	<b>Total Marks</b>	<b>%</b>
001	Care and welfare of dogs and cats	5	20	20
002	Health care for dogs and cats	5	20	20
003	Veterinary emergencies and first aid for dogs and cats	5	20	20
004	Behaviour and handling of dogs and cats	5	20	20
005	Boarding establishment management and supervision	5	20	20

**Test specification 2 – Rescue and re-homing kennel and cattery management**

<b>Paper title: Level 3 Certificate in the Operational Principles of Kennels and Catteries</b>				
<b>Paper B – Rescue and Re-homing Kennel and Cattery Management (7610-302)</b>				
<b>Test duration: 2.5 hours</b>				
<b>Unit</b>	<b>Unit title</b>	<b>No. of Qs</b>	<b>Total Marks</b>	<b>%</b>
001	Care and welfare of dogs and cats	5	20	20
002	Health care for dogs and cats	5	20	20
003	Veterinary emergencies and first aid for dogs and cats	5	20	20
004	Behaviour and handling of dogs and cats	5	20	20
006	Rescue and re-homing establishment management and supervision	5	20	20

## Health and safety, spiritual etc, environmental and European issues

The units provide opportunities to address the following issues as indicated:

Units	Spiritual, Moral, Ethical, Social and Cultural	Environmental	Health and Safety	European Development
001	X	X	X	
002	X		X	
003	X		X	
004	X			
005	X	X	X	
006	X	X	X	

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## **Unit 001            Care and welfare of dogs and cats**

### **Rationale**

The aim of this unit is to provide candidates with the knowledge and understanding of the welfare needs of animals specifically in a kennel and cattery establishment. Emphasis is placed upon the five animal needs. Candidates will gain knowledge of the housing requirements in relation to welfare and the importance of monitoring animals and their environment. The unit also covers routine care, feeding and grooming needs. Candidates will also gain an understanding of the importance of hygiene and maintaining a clean environment and the methods of doing so.

### **Range**

Dog and cat

### **Outcomes**

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

1. Explain the welfare needs of dogs and cats in the kennel and cattery environment
2. Describe routine care in the kennel and cattery environment
3. Investigate hygiene requirements and procedures

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed using a short answer written test based on the test specification.

## Mapping to National Occupational Standards

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and understanding
CU32		CU32	CU32.1	a,c,d,g,h,i,k,l
CU33		CU33	CU33.1	a,b,c,e,f,g
			CU33.2	a,b,c,d,e,f,g,h,i
CU34		CU34	CU34.1	a,b,e,f,h,i,l,m
CU35		CU35	CU35.1	e,f,j
			CU35.2	h
CU36		CU36	CU36.1	i
CU37		CU37	CU37.1	a,b,c,d,e,f,h,l,j
			CU37.2	a,c,d,f,g,h,j,k,l
CU39		CU39	CU39.1	a,b,c,d,e,f,g,i,j,k,l,m,n,
			CU39.2	a,b,c,d,f,g,h,i
AC8		AC8	AC8.1	a,e,l,m,n,o
		AC8	AC8.2	a,b,c,d,e,f,l,j,k,m,o,p
AC9		AC9	AC9.1	a,b,c,d,e,h,i,j,k,m,n,o
		AC9	AC9.2	b,c,d,e,g,h
AC10		AC10	AC10.1	c,e,f,i,j,k
		AC10	AC10.2	a,c,d,h,i,l,m

## Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
	X			X	X

Please note: The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work.

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU32		CU32	CU32.1	1,2,3,4,5,6
CU33		CU33	CU33.1	1,2,3,4,5,6,7,8,9
			CU33.2	1,2,3,4,5,6,8,9,11
CU34		CU34	CU34.1	1,2,3,4,5,6,7,8
CU35		CU35	CU35.1	1,2
			CU35.2	-
CU36		CU36	CU36.1	-
CU37		CU37	CU37.1	1,2,3,4,5,6,8
			CU37.2	1,2,3,4,5,7,8,9
CU39		CU39	CU39.1	4
			CU39.2	1,2,3,4,5
AC8		AC8	AC8.1	3,4,5,6,9
		AC8	AC8.2	4,6,7,9,10,11,12,
AC9		AC9	AC9.1	2,4,5
		AC9	AC9.2	1,2,3,7
AC10		AC10	AC10.1	-
		AC10	AC10.2	-

## **Outcome 1 Explain the welfare needs of dogs and cats in the kennel and cattery environment**

### **Underpinning knowledge**

The candidate will be able to:

1. explain the five animal freedoms
2. describe the requirements for, and importance of, providing comfort and well-being including sources and types of:
  - a) accommodation materials and structure
  - b) beds and bedding
  - c) food and water receptacles
  - d) accessories and enrichment
3. state the legal requirements for the control of ambient environmental temperature to animal accommodation and how to control it
4. explain the procedures for regularly monitoring and evaluating dogs and cats in the kennel and cattery to include:
  - a) observation and record of appearance, bodily functions and behaviour
  - b) undertaking a physical health examination
  - c) where to seek advice and further assistance
  - d) continuation of care or make changes after evaluation
  - e) importance of keeping records
  - f) monitoring environmental conditions
  - g) monitoring accommodation, materials and equipment
5. describe the licensing requirements that must be followed when preparing to house more than one animal from the same household together in the same accommodation
6. describe how to implement the following precautions when preparing to house more than one animal from the same household together in the same accommodation:
  - a) monitoring and evaluating the animal temperament
  - b) accommodation suitability
  - c) day to day work schedule operations
  - d) determine continuation of housing or make changes after evaluation
7. explain the licensing requirements that must be followed, and possible complications, when preparing to house entire animals

8. describe the significance of physical signs and behaviour associated with the oestrus cycle in the bitch and queen to include:
  - a) signs of being in season
  - b) possible complications
  
9. evaluate animal stress within the kennel and cattery environment to include.
  - a) causes
  - b) behavioral signs
  - c) effects of long term stress
  - d) methods of reducing stress
  
10. state the main requirements of the following legislation with particular regard to animal welfare to include:
  - a) Animal Welfare Act 2006
  - b) Animal Health and Welfare Act (Scotland)
  - c) Animal Boarding Establishments Act 1963
  - d) Veterinary Surgeons Act
  - e) Rabies Order
  - f) Dangerous Dogs Act
  - g) Clean Neighbourhood Act
  - h) Breeding of Dogs Act 1991 and the Breeding Welfare Act 1999.

## **Outcome 2 Describe routine care in the kennel and cattery environment**

### **Underpinning knowledge**

The candidate will be able to:

1. explain the health and safety hazards in relation to entering animal accommodation
2. explain the procedures for reporting and rectifying damage to animal accommodation
3. describe animal nutrition and feeding principles and requirements to include:
  - a) feeding behaviour
  - b) types of food and food quality
  - c) amount to feed (according to manufacturers instructions)
  - d) feeding regimes/ method of feeding
  - e) change of diet
  - f) food storage and disposal
  - g) provision of water
  - h) dietary supplements
  - i) maintaining optimum weight
  - j) importance of keeping records
  - k) importance of maintaining hygiene during feeding
4. describe basic grooming techniques used in a kennel or cattery to maintain optimum health to include:
  - a) grooming out
  - b) bathing and drying
  - c) maintaining dry and clean coat condition
  - d) identifying basic skin and coat abnormalities
  - e) safe and effective use of products and equipment
  - f) health and safety to self, others and animals
5. explain the special care requirements for the following types of animals:
  - a) geriatric animals
  - b) juvenile animals
  - c) animals requiring medication
  - d) animals with a physical disability
  - e) animals with a known illness
  - f) pregnant queens and bitches
  - g) animals recently exposed to a high risk situation.

## **Outcome 3 Investigate hygiene requirements and procedures**

### **Underpinning knowledge**

The candidate will be able to:

1. evaluate different types of disinfectants and detergents to include:
  - a) safety
  - b) efficacy
  - c) convenience and cost
  - d) suitability (for species)
  - e) application (to include dilution rates)
2. describe application methods for disinfectants and detergents used for cleaning to include:
  - a) routine daily clean of animal housing
  - b) cleaning and disinfection on departure
  - c) bedding
  - d) feeding utensils and water bowls
  - e) litter trays
  - f) communal areas
  - g) isolation
  - h) appropriate Personal Protective Equipment (PPE)
3. explain how hygiene cleaning routines change within the kennel and cattery to include:
  - a) high risk situations
  - b) personal hygiene risks
  - c) outbreak of contagious disease
4. describe the licensing requirements for isolating sick animals to include:
  - a) building construction requirements
  - b) location and access
  - c) equipment
5. describe the operational and legislative procedures for the disposal of waste to include:
  - a) commercial waste
  - b) clinical waste
6. explain further considerations for waste disposal to include:
  - a) duty of care
  - b) contract for regular and clinical waste disposal.

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## **Unit 002      Health care for dogs and cats**

### **Rationale**

This unit will provide candidates with the knowledge and understanding of health care in dogs and cats in a kennel and cattery environment. The unit covers the cause, signs and symptoms, transmission routes and control of a range of animal diseases which could be experienced in a kennel and cattery environment. Candidates will gain knowledge of the common ecto and endo-parasites and how to treat infestations and the limits of responsibility for doing so. The unit also covers preventative care and the related procedures that should be in place for animals being admitted to the establishment and animals under care.

### **Range**

Dog and cat

### **Outcomes**

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

1. Identify common diseases and disorders
2. Describe the administration of treatments for general care
3. Describe the use of preventative treatments to control the spread of disease

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed using a short answer written test based on the test specification.

## Mapping to National Occupational Standards

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and understanding
CU32		CU32	CU32.1	j
CU34		CU34	CU34.1	a,f,g,l
			CU34.2	a,b,c,d,e,f,g,h,i,j,k,l,m,n,o
AC10		AC10	AC10.2	a,b,l,m

## Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X				X	X

**Please note:** The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work.

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU32		CU32	CU32.1	1,2,3,4,5,7
CU34		CU34	CU34.1	3,4,5,7,8
			CU34.2	1,2,3,4,5,6,7,8
AC10		AC10	AC10.2	-

## **Outcome 1 Identify common diseases and disorders**

### **Underpinning knowledge**

The candidate will be able to:

1. define the following terms:
  - a) disease
  - b) pathogen
  - c) contagious disease
  - d) infectious disease
  - e) zoonotic disease
  - f) notifiable disease
  - g) transmission routes
  
2. state the main differences between bacteria and a virus
  
3. state the principal cause, routes of transmission, incubation period, specific clinical signs and method of control for each of the following:
  - a) Canine parvo virus
  - b) Canine distemper
  - c) Infectious canine hepatitis
  - d) Leptospirosis
  - e) Kennel cough
  - f) Bordetella bronchiseptica (Feline infection)
  - g) Feline flu (Feline herpes virus/Feline calicivirus)
  - h) Feline infectious enteritis (Feline parvovirus/Feline panleukopenia)
  - i) Feline immunodeficiency virus
  - j) Feline leukaemia virus
  - k) Feline infectious peritonitis
  - l) Chlamydia (Chlamydophilia felis)
  
4. describe the principal cause and method of transference to humans of the following zoonotic disease:
  - a) Leptospirosis
  - b) Ringworm
  - c) Toxocariasis
  - d) Toxoplasmosis
  - e) Rabies
  - f) Sarcoptic mange
  - g) Lyme disease

5. state typical signs and possible symptoms associated with parasites and diseases that might affect animals traveling outside the UK and returning home to include:
  - a) heartworm
  - b) hookworm
  - c) whipworm
  - d) Babesiosis
  - e) Ehrlichiosis
  - f) Leishmaniasis
  
6. explain the procedures for monitoring personal health risks and the implementation of safe working practices to include:
  - a) reducing exposure to personnel and provide personal protective equipment (PPE)
  - b) ensuring all personnel have awareness and adequate wash stations provided
  - c) confirming all personnel have taken precautionary measures.

## **Outcome 2      Describe the administration of treatments for general care**

### **Underpinning knowledge**

The candidate will be able to:

1. explain the importance of recording the history of animal treatments on admission to include:
  - a) worming
  - b) flea treatment
2. describe the general appearance of the common endo-parasites that affect dogs and cats to include:
  - a) round worms
  - b) tape worms
3. describe the clinical signs associated with an infestation of the following:
  - a) round worms
  - b) tape worms
4. describe the procedure for treating an endo-parasite infestation of an animal to include:
  - a) limits of responsibility
  - b) precautions
5. describe the general appearance of the common ecto-parasites that affect dogs and cats to include:
  - a) fleas
  - b) mites
  - c) ticks
6. describe the clinical signs of infestation of the common ecto-parasites to include:
  - a) fleas
  - b) mites
  - c) ticks
7. describe the procedure for removing ecto-parasites from an animal to include:
  - a) limits of responsibility
  - b) precautions

8. describe techniques used to administer medication to an animal, limits of responsibility and precautions to be followed to include:
  - a) oral medication;
    - i) tablets
    - ii) capsules
    - iii) liquids
    - iv) granules/powder
  - b) topical medication
    - i) skin application
    - ii) eye applications
    - iii) ear applications
9. explain the importance of following the correct procedures to reduce risks to self, personnel and animals on admitting animals on medication to include:
  - a) recording medication requirements on admission
  - b) following safety procedures for animals on multiple medications
  - c) adhering to legislative requirements for the use of veterinary medicines
  - d) storing medicines in accordance with manufacturers instructions
  - e) disposing of waste and medication packaging
  - f) monitoring animals after medication has been given and how to deal with unwanted side effects.

### **Outcome 3      Describe the use of preventative treatments to control the spread of disease**

#### **Underpinning knowledge**

The candidate will be able to:

1. describe the vaccination regimes, including the admission routes, for cats and dogs to include:
  - a) primary vaccinations
  - b) booster
2. explain the importance of following correct procedure to take when reviewing vaccination certificates on animals admission to include:
  - a) correct identification of animal and owner
  - b) certificates authenticity
  - c) vaccination in date
3. list the contagious diseases of the dog and cat which can be controlled by vaccination
4. describe effective parasite control for the following situations:
  - a) routine
  - b) pregnancy and lactation
  - c) juvenile animals
  - d) emergency
5. explain how to deal with an animal whose vaccination regime does not meet the establishments requirements to include:
  - a) where to seek alternative advice if required
  - b) when to make a decisions to refuse to board an animal.



## **Unit 003**

# **Veterinary emergencies and first aid for dogs and cats**

### **Rationale**

This unit provides the candidate with the knowledge and understanding of a wide range of the type of veterinary emergencies and first aid situations that may occur in a kennel or cattery environment. The unit covers the procedures that need to be put in place for dealing with veterinary emergencies and how they should be dealt with. The candidate will also learn about the significance and possible complications associated with a wide range of physical states. The unit also covers operational procedures to follow for wound management in the kennel and cattery and the application of wound dressings and bandages.

### **Range**

Dog and cat

### **Outcomes**

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

1. Describe the procedures for dealing with veterinary emergencies
2. Describe how to deal with veterinary emergency and first aid situations
3. Describe the principles of wound management

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed using a short answer written test based on the test specification.

## Mapping to National Occupational Standards

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and understanding
CU32		CU32	CU32.1	a,c,d,h
			CU32.2	b,c,e,f
CU34		CU34	CU34.1	a,b,f,k,l,m,n
			CU34.2	c,d,e,f,g,i,k,l,m,n,o

## Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	X	X

Please note: The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU32		CU32	CU32.1	2,3,4,6,7
			CU32.2	1,2,4,6
CU34		CU34	CU34.1	1,3,4,5,6,7,8
			CU34.2	1,3,4,5,6,7,8

## **Outcome 1      Describe the procedures for dealing with veterinary emergencies**

### **Underpinning knowledge**

The candidate will be able to:

1. explain the principles of animal first aid to include limitations of responsibility
2. describe how to recognise and distinguish between the following:
  - a) life threatening conditions or injuries which require immediate action
  - b) conditions requiring immediate action to prevent the situation deteriorating
  - c) minor emergencies (non life threatening)
3. describe the importance of following animal first aid emergency procedures to include:
  - a) assessing the situation
  - b) seeking veterinary advice/treatment
  - c) safety of animal, self and others
  - d) checking airway, breathing, circulation (ABC)
  - e) relevant record keeping
  - f) procedures to follow in the event of a death
4. describe the procedure for dealing with the following in an emergency situation:
  - a) transport of animals to veterinary surgery
  - b) handling and restraint of injured or sick animals
5. describe how to organise an animal first aid kit to include:
  - a) appropriate contents
  - b) location and security
  - c) delegation of responsible person for its maintenance.

## **Outcome 2 Describe how to deal with veterinary emergency and first aid situations**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the normal appearance of the dog and cat that would indicate good health to include:
  - a) reaction to stimuli
  - b) appearance of eyes, ears, nose and mouth
  - c) appearance of skin and coat
  - d) appearance and frequency of passing urine and faeces
  - e) appetite and drinking habits
  
2. describe the possible significance of, and procedures to follow when presented with an animal displaying the following abnormal signs:
  - a) loss of appetite
  - b) voracious appetite
  - c) pica
  - d) coprophagia
  - e) polyurea
  - f) dysuria
  - g) polydipsia
  - h) diarrhoea
  - i) vomiting
  - j) constipation
  
3. state the normal resting rates for dogs and cats and the procedures for taking the following:
  - a) heart rate
  - b) respiration rate
  - c) temperature
  - d) capillary refill time
  
4. describe the possible reasons for an animal presenting abnormal vital signs and the emergency first aid measures to take for the following:
  - a) high body temperature (pyrexia)
  - b) low body temperature
  - c) fluctuating body temperature
  - d) raised pulse rate
  - e) lowered pulse rate

- f) strong and jerky pulse rate
  - g) increased respiratory rate( tachypnoea)
  - h) decreased respiratory rate (bradypnoea)
  - i) difficulty in breathing (dyspnoea)
  - j) cheyne-strokes
  - k) apnoea
5. describe possible causes for the following:
- a) pale mucous membranes
  - b) blue-tinged (cyanosis) mucous membranes
  - c) yellow (icterus) mucous membranes
6. describe the procedure for assessing an animal's state of hydration
7. describe the clinical signs associated with the following emergency conditions and immediate actions to take:
- a) stroke
  - b) urinary obstruction
  - c) gastric dilation
  - d) pyometra
  - e) ingested foreign bodies
  - f) dislocations, strains and fractures
  - g) haematuria
  - h) collapse, unconsciousness
  - i) convulsions
  - j) aural haematoma
  - k) heat stroke
  - l) electrocution
  - m) injuries to eyes and ears
  - n) insect stings
  - o) sun burn
  - p) accidental ingestion of poisonous substances

## **Outcome 3      Describe the principles of wound management**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the clinical signs of the following types of haemorrhage:
  - a) arterial
  - b) venous
  - c) capillary
  
2. explain the possible causes, methods of healing and the complications associated with the following types of open wounds to include:
  - a) incised
  - b) lacerated
  - c) puncture
  - d) avulsion
  - e) abrasion
  
3. describe the operational procedures to follow and course of action to take when presented with an open wound to include:
  - a) methods used to arrest haemorrhage
  - b) methods used to treat for shock
  - c) methods used to prevent infection
  
4. explain the possible causes, methods of healing and complications associated with the following types of closed wounds to include:
  - a) contusion
  - b) haematoma
  
5. describe the procedures to follow and course of action to take when presented with a closed wound to include:
  - a) cold compresses (vasoconstriction therapy)
  - b) hot fomentations (vasodilation therapy)
  
6. assess the different wound dressing materials available and their use to include:
  - a) dressings
  - b) padding
  - c) bandages

7. describe the technique for applying the following types of bandage:
  - a) pressure
  - b) ring pad
  - c) ear
  - d) foot
  - e) support
  
8. explain the possible causes, emergency treatment and complications associated with a burn to the skin of a dog or cat to include:
  - a) a heat burn
  - b) a chemical burn
  - c) excessive cold
  
9. explain the possible causes, emergency treatment and complications associated with a scald to the skin of a dog or cat to include:
  - a). heat burn
  - b). chemical burn
  
10. explain the reasons for using the following methods to prevent interference with the dressings to include:
  - a). Elizabethan collar (buster collar)
  - b) application of foul tasting substance
  
11. explain the importance of regular monitoring of bandages and dressings to include:
  - a) skin irritation, odour and discharges
  - b) comfort and fit
  - c) degree of soiling
  
12. describe the organisational accepted method of waste disposal of used or soiled dressings to include:
  - a) commercial waste
  - b) clinical waste.



## **Unit 004**

## **Behaviour and handling of dogs and cats**

### **Rationale**

This unit will provide the candidate with a knowledge and understanding of the behaviour patterns in dogs and cats. Emphasis is placed upon recognising different types of behaviours and the implications for handling and dealing with animals in a kennel and cattery environment. It also covers different types of common behaviour traits in specific breeds. Candidates will also learn about the correct handling principles and techniques for a wide range of physical states and the restraining equipment suitable for handling animals with difficult dispositions. The unit also covers the safe transportation of animals and exercise regimes and requirements specific to animals in a kennel and cattery environment.

### **Range**

Dog and cat

### **Outcomes**

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

1. Examine behaviour patterns in dogs and cats
2. Describe safe and correct techniques for handling and transporting dogs and cats
3. Investigate various exercise regimes and requirements

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed using a sort answer written test based on the test specification.

## Mapping to National occupational standards

**Please note:** The content of this unit has been directly signposted to knowledge and understanding of the NOS. Whilst the qualification itself does not assess practical skill criteria, opportunities to signpost to performance criteria within the NOS have been included as it is expected that these skills will be developed as a result of actual work.

Level 3 Certificate in Operational Principles of Kennel sand Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and Understanding
CU32		CU32	CU32.1	b, c, e, f
CU32			CU32.2	a, b, c, e, f
CU42		CU42	CU42.1	a, b, c, d, e, f, g, h, i, j, k, l
CU42			CU42.2	a, c, d, f, j, k
CU43		CU43	CU43.1	a,b,c,d, e, f, g
CU43			CU43.2	a, b, c, d, e, f, g, i, j, k
CU44		CU44	CU44.1	a, b, f, g, h, i, j, k, l, m
CU44			CU44.2	a, b,c,d,f,j

## Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	X	X

**Please note:** The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU32		CU32	CU32.1	1,2,3
CU32			CU32.2	1,3,4,5,6
CU42		CU42	CU42.1	1,2,3,4,5,6,7
CU42			CU42.2	1,2,3,4,5,6,7
CU43		CU43	CU43.1	1,2,3,4,5,6
CU43			CU43.2	1,2,3,4,6,7
CU44		CU44	CU44.1	1,2,3,4,5,6
CU44			CU44.2	1,2,3

## **Outcome 1      Examine behaviour patterns in dogs and cats**

### **Underpinning knowledge**

The candidate will be able to:

1. describe normal behaviour patterns and natural demeanour of the dog and cat:
  - a) feeding
  - b) sleeping
  - c) posture
  - d) grooming
  
2. describe how dogs and cats communicate their emotions through body language to demonstrate the following behaviours:
  - a) playful
  - b) dominant
  - c) aggressive
  - d) submissive
  - e) frightened
  - f) relaxed
  - g) confident
  
3. evaluate the risks before approaching a dog or cat to address the following:
  - a) the handler's body language and gestures
  - b) environmental changes
  - c) prior knowledge of animal's temperament
  
4. explain the different states of aggression of the dog and cat to include:
  - a) play
  - b) predatory
  - c) inter-male aggression
  - d) social aggression
  - e) defensive aggression
  - f) maternal aggression
  - g) pain induced or irritable aggression
  - h) fear induced aggression
  - i) sexually induced aggression

5. describe how the domestic cat and dog demonstrate territorial behaviour
6. explain the effects neutering has on animal behaviour
7. describe the typical behavioural characteristics of the following groups of dog:
  - a) terriers
  - b) herding breeds
  - c) guard breeds
  - d) hounds
  - e) companion/toy
8. describe the typical behavioral characteristics to the following group of cats:
  - a) Persians
  - b) Foreign
  - c) Oriental
  - d) Siamese.

## **Outcome 2      Describe safe and correct techniques for handling and transporting dogs and cats**

### **Underpinning knowledge**

The candidate will be able to:

1. explain methods for the safe handling of dogs and cats to include:
  - a) healthy animals
  - b) juvenile animals
  - c) geriatric animals
  - d) brachycephalic animals
  - e) large animals
  - f) disabled animals
  - g) animal with a chronic disease
  - h) pregnant animals
  - i) injured animals
  
2. identify restraint equipment for the safe handling and control of dogs and cats, including those with difficult dispositions to include:
  - a) leads
  - b) collars
  - c) harnesses
  - d) muzzles and other head restraints
  - e) towels
  - f) catcher
  - g) cages
  
3. explain use of personal protective equipment (PPE) to include:
  - a) gloves, gauntlets
  - b) face mask
  - c) goggles
  - d) overalls and aprons
  
4. describe the implementation of policies with respect to restraint and transportation of dogs and cats to include:
  - a) consideration to colleagues experience, knowledge and capability
  - b) health and safety issues with regards to safe lifting techniques and animal handling

5. evaluate the suitability and safety of the equipment used to transport dogs and cats to include:
  - a) boxes
  - b) crates
  - c) carriers
  - d) harnesses
6. describe the main responsibilities for transporting domestic dogs and cats under the Welfare of Animals (Transport) Order 2006
7. explain the considerations needed to prepare animals for a journey to include:
  - a) the animal pre journey requirements
  - b) safe loading
  - c) planned route and planned rest periods
  - d) vehicle legislation and preparation
  - e) other resources and equipment
  - f) legislative and establishments documentation
  - g) return accommodation prepared for receipt of the animal
  - h) safe unloading
8. monitor and evaluate the journey and make adjustments as required to consider:
  - a) the reaction to the journey by the animal
  - b) environmental changes
  - c) changes in health by the animal.

## **Outcome 3 Investigate various exercise regimes and requirements**

### **Underpinning knowledge**

The candidate will be able to:

1. evaluate exercise facilities for animals accommodated in the kennel and cattery environment to include:
  - a) runs
  - b) pens
  - c) paddocks
  - d) lead exercise
  
2. propose and implement exercise regimes for the dog and cat to include:
  - a) long and short stay
  - b) young and old
  - c) animals with special requirements
  - d) how to schedule around daily activities
  
3. explain the correct procedures to follow when exercising animals to include:
  - a) security of exercise area
  - b) safety of self, the animal and others
  - c) accidental fight
  - d) accidental escape.

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## **Unit 005            Boarding establishment management and supervision**

### **Rationale**

This unit will provide the candidate with a knowledge and understanding of supervising and managing a boarding kennel and cattery establishment. It covers the requirements for setting up a boarding operation, including design, layout and planning for different types of establishment. The candidate will learn about the importance and legislative requirements of financial record keeping to successful business operation. The unit also covers the setting up of routines and rotas and the general day to day operation of a kennel and cattery. The candidate will also learn about staffing requirements and customer care, as well as marketing of the business.

### **Range**

Dog and cat

### **Outcomes**

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

1. Evaluate management procedures for setting up a boarding establishment
2. Maintain financial systems and records
3. Manage the routines and records required to successfully operate a kennel and cattery enterprise
4. Manage staffing requirements and customer care
5. Evaluate marketing and promotion

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed by a short answer written paper based on the test specification.

## Mapping to National Occupational Standards

Level 3 Certificate in the Operational Principles of Kennels and Cattery Management		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and understanding
CU39		CU39	CU39.1	a,b,d,e,h,i
CU39			CU39.2	a,b
CU51		CU51	CU51.1	a,b,c,d,e,f,g,h,i,j,k,l,m
			CU51.2	a,b,j,k
AC6		AC6	AC6.1	a, b, c, f, g, h
AC6		AC6	AC6.2	a,b,c,e,i,j,k
AC10		AC10	AC10.1	a,c,d,f,h,l,k,
			AC10.2	a,b,d,f,g,h,j,k,l,m,n,o,p,
AC15		AC15	AC15.1	a,h
ICS26		ICS26	ICS26	d

## Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X	X	X	X	X

Please note: The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU39		CU39	CU39.1	2,3,4,5,6
CU39			CU39.2	5
CU51		CU51	CU51.1	1,2,3,5,6,7
			CU51.2	1,2,3,4,5,6
AC6		AC6	AC6.1	2,3,4,5,6,
AC6		AC6	AC6.2	1,2,3,6,7
AC10		AC10	AC10.1	1,2,3,4,5,6
			AC10.2	1,2,3,4,5
AC15		AC15	AC15.1	1,2,3,4
ICS26		ICS26	ICS26	-

## **Outcome 1      Evaluate management procedures for setting up a boarding establishment**

### **Underpinning knowledge**

The candidate will be able to:

1. explain the principles of a kennel and cattery design and layout
2. compare the different housing designs and systems to include:
  - a) boarding
  - b) quarantine
  - c) breeding
  - d) ancillary buildings
  - e) legislation
3. describe the procedure for obtaining planning permission
4. describe the procedures for obtaining a licence
5. investigate financial implications of setting up a boarding establishment to include:
  - a) sources of finance
  - b) building projects
  - c) business plan.

## **Outcome 2      Maintain financial systems and records**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the importance of financial record keeping to successful business operation
2. describe legal requirements for keeping financial records
3. describe the procedure for producing and using the following:
  - a) quotations
  - b) order forms
  - c) delivery notes
  - d) invoices
  - e) credit notes
  - f) statements
  - g) receipts
4. describe the procedure for buying:
  - a) large items of equipment – obtaining quotations
  - b) small items of equipment – using catalogues and competitive pricing
  - c) sundry items – the petty cash system
5. describe the nature and purpose of VAT
6. describe methods of payment to include:
  - a) credit card
  - b) debit card
  - c) cheques
  - d) cash
7. describe the requirements of a book-keeping system to include:
  - a) analysis of expenditure in key areas of the business
  - b) analysis of income generation
  - c) IT programmes
  - d) cash analysis book

8. state how to maintain accurate and complete cash analysis book records to include:
  - a) VAT
  - b) checking entries
  - c) comparison with bank statements
  
9. describe the content and purpose of the trading, profit and loss account of a small business to include:
  - a) sales/ turnover
  - b) gross profit
  - c) overhead expenses
  - d) net profit.

### **Outcome 3      Manage the routines and records required to successfully operate a kennel and cattery enterprise**

#### **Underpinning knowledge**

The candidate will be able to:

1. explain the importance of maintaining a range of documentation to include:
  - a) health checks
  - b) administering medicines
  - c) diet sheets
  - d) booking in and out records
  - e) boarding contract
  - f) client data base
  - g) invoices to clients
  - h) staff records and contracts
  - i) stock control receipts and invoices
  - j) insurance documents
  - k) how long records should be stored to comply with legislations
  
2. describe what should be included in a schedule of events necessary for routines to be organised:
  - a) daily
  - b) weekly
  - c) annually
  
3. propose environmental emergency procedures in relation to the kennel and cattery for:
  - a) fire
  - b) power cuts
  - c) floods
  - d) storm damage
  - e) notifiable and restricted zones disease outbreak, for example foot and mouth
  
4. describe what should be in a business policy in relation to the following:
  - a) outbreak of disease
  - b) escape of an animal in your care
  - c) death of an animal in your care

5. explain the principles of the Data Protection Act in relation to client confidentiality
6. explain the need for the following types of insurance to include:
  - a) employers liability
  - b) property
  - c) public liability
  - d) personal accident and sickness
  - e) straying of animals
  - f) illness of animals
7. explain how the application of the following legislation can promote a safe working environment to include:
  - a) Health and Safety at Work Act 1974 and 2000
  - b) Risk assessment
  - c) Manual handling regulations
  - d) Control of Substances Hazardous to health (COSHH)
  - e) Reporting of Injuries Diseases and Dangerous occurrences (RIDDOR)
  - f) Accidents and First Aid
  - g) Fire regulations
  - h) Portable Appliance Testing.

## **Outcome 4      Manage staffing requirements and customer care**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the principles of staff employment to include:
  - a) recruitment
  - b) equal opportunities
  - c) contracts of employment
  - d) employment of minors
  - e) discipline and grievance procedures
2. state the legislation and regulations for employing staff to include:
  - a) equal opportunities and rights
  - b) employment protection
  - c) payment of wages
  - d) contract hours, rest periods and holiday entitlement
  - e) statutory illness payments
  - f) staff pregnancy and maternity claims
3. describe available methods of staff training to include:
  - a) on the job training
  - b) training courses and qualifications
4. describe available methods of staff training and development to include:
  - a) training and qualifications
  - b) performance review
5. discuss induction and training requirements for:
  - a) new employees
  - b) volunteers
6. explain how to organize the staff rota to ensure continual and efficient operation of the business

7. describe the principles of customer care management to include:
  - a) reputation
  - b) repeat trade
  - c) dealing with complaints
  - d) codes of Practice
8. state the legislation for supplying goods and services to consumers
9. describe the personnel required and their roles for the efficient running of the business
10. describe the considerations that should be given to members of the public with special requirements visiting the site to include:
  - a) disabled visitors
  - b) elderly
  - c) small children accompanied by adults
  - d) groups
  - e) difficult dispositions
  - f) bereaved
  - g) those under the influence of drugs/alcohol
11. describe the efficient running of the reception area to include:
  - a) enquiries telephone and direct
  - b) appointments
  - c) booking in and out procedures
  - d) vaccination certificate
  - e) handling payments and refunds
  - f) visitors viewing the facility
  - g) officials on routine visits
12. describe the licensing requirements and correct procedures for the following:
  - a) methods used to obtain authorisation for veterinary treatment to be given in cases of emergency
  - b) method of recording animals health status on admission
  - c) methods of recording animals registered Veterinary Surgeons details
  - d) method of recording owner's or guardian's contact details.

## **Outcome 5      Evaluate marketing and promotion**

### **Underpinning knowledge**

The candidate will be able to:

1. investigate pricing policies for kennels and catteries
2. evaluate the effectiveness of various marketing activities to include:
  - a) advertising
  - b) promotions
  - c) image
  - d) corporate stationary
  - e) budget
3. compare ancillary services offered by the kennel and cattery to include:
  - a) transport
  - b) grooming
  - c) retail
  - d) hydrotherapy
  - e) dog training
  - f) training centre
  - g) surcharges made for anything outside boarding .

## **Unit 006            Rescue and re-homing establishment management and supervision**

### **Rationale**

This unit will provide the candidate with a knowledge and understanding of supervising and managing a rescue and re-homing kennel and cattery establishment. It covers the requirements for setting up a boarding operation, including design, layout and planning for different types of establishment. The candidate will learn about the importance and legislative requirements of financial record keeping to successful business operation. This unit also specifically covers the policies for rehabilitation and re-homing and the procedures for adoption. The unit also covers the setting up of routines and rotas and the general day to day operation of a kennel and cattery. The candidate will also learn about staffing requirements and customer care, as well as marketing of the business.

### **Range**

Dog and cat

### **Outcomes**

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

1. Evaluate management procedures for setting up the rescue and re-homing establishment
2. Maintain financial systems and records
3. Manage the routines and records required to successfully operate a rescue and re-homing establishment
4. Manage rehabilitation and re-homing
5. Manage staffing requirements and customer care
6. Evaluate marketing and fundraising

### **Assessment**

The underpinning knowledge requirements are listed for each outcome. These will be assessed by a short answer written paper based on the test specification.

## Mapping to National Occupational Standards

**Please note:** The content of this unit has been directly signposted to knowledge and understanding of the NOS. Whilst the qualification itself does not assess practical skill criteria, opportunities to signpost to performance criteria within the NOS have been included as it is expected that these skills will be developed as a result of actual work.

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Knowledge and understanding
CU39		CU39	CU39.1	a,b,d,e,h,i
CU39			CU39.2	a,b
CU51		CU51	CU51.1	a,b,c,d,e,f,g,h,i,j,k,l,m
			CU51.2	a,b,j,k
AC6		AC6	AC6.1	a, b, c, f, g, h
AC6		AC6	AC6.2	a,b,c,e,i,j,k
AC10		AC10	AC10.1	a,c,d,f,h,l,k,
			AC10.2	a,b,d,f,g,h,j,k,l,m,n,o,p,
AC15		AC15	AC15.1	a,h
ICS26		ICS26	ICS26	d
AC12		AC12	AC12.1	c, d,

### Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X	X	X	X	X

**Please note:** The content of this unit could provide opportunities to signpost to performance criteria within the NOS. These opportunities have been indicated in the table below and it is expected that these skills will be developed as a result of actual work

Level 3 Certificate in the Operational Principles of Kennels and Catteries		Lantra SSC Animal Care National Occupational Standards (January 2008)		
Unit	Title	Unit no.	Element no.	Performance criteria
CU39		CU39	CU39.1	2,3,4,5,6
CU39			CU39.2	5
CU51		CU51	CU51.1	1,2,3,5,6,7
			CU51.2	1,2,3,4,5,6
AC6		AC6	AC6.1	2,3,4,5,6,
AC6		AC6	AC6.2	1,2,3,6,7
AC10		AC10	AC10.1	1,2,3,4,5,6
			AC10.2	1,2,3,4,5
AC15		AC15	AC15.1	1,2,3,4
ICS26		ICS26	ICS26	-
AC12		AC12	AC12.1	n/a

## **Outcome 1      Evaluate management procedures for setting up the rescue and re-homing establishment**

Underpinning Knowledge

The candidate will be able to:

1. explain the principles of a kennel and cattery design and layout
2. compare the different housing designs and systems to include:
  - a) rescue
  - b) re-homing
  - c) sanctuary
  - d) ancillary buildings
  - e) legislation
3. describe the procedure for obtaining planning permission
4. investigate financial implications of setting up a boarding establishment to include:
  - a) sources of finance
  - b) building projects
  - c) business plan.

## **Outcome 2      Maintain financial systems and records**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the importance of financial record keeping to successful business operation
2. describe legal requirements for keeping financial records
3. describe the procedure for producing and using the following:
  - a) quotations
  - b) order forms
  - c) delivery notes
  - d) invoices
  - e) credit notes
  - f) statements
  - g) receipts
3. describe the procedure for buying:
  - a) large items of equipment – obtaining quotations
  - b) small items of equipment – using catalogues and competitive pricing
  - c) sundry items – the petty cash system
4. describe the nature and purpose of VAT
5. describe methods of payment to include:
  - a) credit card
  - b) debit card
  - c) cheques
  - d) cash
6. describe the requirements of a book-keeping system to include:
  - a) analysis of expenditure in key areas of the business
  - b) analysis of income generation
  - c) IT programmes
  - d) cash analysis book

7. state how to maintain accurate and complete cash analysis book records to include:
  - a) VAT
  - b) checking entries
  - c) comparison with bank statements
  
8. describe the content and purpose of the trading, profit and loss account of a small business to include:
  - a) sales/turnover
  - b) gross profit
  - c) overhead expenses
  - d) net profit.

### **Outcome 3      Manage the routines and records required to successfully operate a rescue and re-homing establishment**

#### **Underpinning knowledge**

The candidate will be able to:

1. explain the importance of maintaining a range of documentation to include:
  - a) administration documentation for stray and unwanted animals
  - b) health examinations and documentation of routine vaccination/ parasitic application
  - c) identification documentation to include tattoos and microchip examination
  - d) microchip and tattoo registration
  - e) administering medicine
  - f) identification gate cards
  - g) public adoption application request forms
  - h) adoption contract
  - i) lost and found registers
  - j) adoptive client data base
  - k) invoices to customers
  - l) staff records and contracts
  - m) stock receipts and invoices
  - n) records of the acceptance of donations
  - o) insurance documents
  
2. propose environmental emergency procedures in relation to the rescue and re-homing establishment to include:
  - a) fire
  - b) power cuts
  - c) floods
  - d) storm damage
  - e) notifiable and restricted zones disease outbreak e.g. foot and mouth
  
3. describe what should be included in a schedule of events necessary for routines to be organised:
  - a) daily
  - b) weekly
  - c) annually

4. describe what should be in a business policy in relation to the following:
  - a) outbreak of disease
  - b) escape of an animal in your care
  - c) death of an animal in your care
  - d) animal brought into the rescue center known to have originated from a foreign country
  
5. explain the principles of the Data Protection Act in relation to client confidentiality
  
6. explain the need for the following types of insurance to include:
  - a) employers liability
  - b) property
  - c) public liability
  - d) personal accident and sickness
  - e) straying of animals
  - f) animal illness
  
7. explain how the application of the following legislation can promote a safe working environment to include:
  - a) health and Safety at Work Act 1974 and 2000
  - b) risk assessment
  - c) manual handling regulations
  - d) Control of Substances Hazardous to health (COSHH)
  - e) Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR)
  - f) accidents and First Aid
  - g) fire regulations
  - h) portable appliance test.

## **Outcome 4      Manage rehabilitation and re-homing**

### **Underpinning knowledge**

The candidate will be able to:

- 1      explain the policies of the rescue and re-homing establishment to include:
  - a)    routine adoption
  - b)    feral cats/farm cats
  - c)    pregnant animals
  - d)    aggressive animals
  - e)    injured or diseased animals
  - f)    stray animals
  - g)    controlling numbers
  - h)    euthanasia
  
2.    describe the process of adoption to include:
  - a)    fees
  - b)    home visits
  - c)    new owner information
  - d)    suitability of new owner for a particular animal
  - e)    neutering vouchers
  - f)    return
  
3.    describe the process for admitting animals to the establishment to include:
  - a)    character assessment
  - b)    veterinary examination
  - c)    precautions needed if being introduced into shared same species accommodation
  
4.    describe the process of notifying suspected cases of deliberate cruelty and neglect to the appropriate authority.

## **Outcome 5      Manage staffing requirements and customer care**

### **Underpinning knowledge**

The candidate will be able to:

1. describe the principles of staff employment to include:
  - a) recruitment
  - b) equal opportunities
  - c) contracts of employment
  - d) employment of minors
  - e) discipline and grievance procedures
2. state the legislation and regulations for employing staff to include:
  - a) equal opportunities and rights
  - b) employment protection
  - c) payment of wages
  - d) contract hours, rest periods and holiday entitlement
  - e) statutory illness payments
  - f) staff pregnancy and maternity claims
3. describe available methods of staff training to include:
  - a) on the job training
  - b) training courses and qualifications
4. describe available methods of staff training and development to include:
  - a) training and qualifications
  - b) performance review
5. discuss induction and training requirements for:
  - a) new employees
  - b) volunteers
6. explain how to organize the staff rota to ensure continual and efficient operation of the business
7. describe the principles of customer care management to include:
  - a) public opinion
  - b) codes of practice
  - c) dealing with complaints

8. state the legislation for supplying goods and services to consumers
9. describe the personnel required and their roles for the efficient running of the business
10. describe the considerations that should be given to members of the public with special requirements visiting the site to include:
  - a) disabled visitors
  - b) elderly
  - c) small children accompanied by adults
  - d) groups
  - e) difficult dispositions
  - f) bereaved
  - g) those under the influence of drugs/alcohol
11. describe the efficient running of the reception area to include:
  - a) enquiries telephone and direct
  - b) adoption enquiries
  - c) administration of stray or unwanted animals
  - d) filing and organizational skills to update all systems daily
  - e) handling payments and refunds
  - f) lost and found updates register
  - g) microchip registration
  - h) neutering scheduling
  - i) interviewing of potential adoptee
  - j) liaisons with home visitors
  - k) adoption contracts
  - l) liaisons with all other officials
  - m) scheduling public animal viewing.

## **Outcome 6      Evaluate marketing and fundraising**

### **Underpinning knowledge**

The candidate will be able to:

1. describe how the establishment delivers public awareness of its policies.
2. evaluate the effectiveness of various marketing activities to include:
  - a) advertising
  - b) promotions
  - c) image
  - d) budget
3. describe methods used to determine price to include:
  - a) cost plus pricing
  - b) competitor based pricing
  - c) demand led pricing
4. describe various ways of increasing income streams to include:
  - a) fund raising
  - b) sponsors
  - c) membership
  - d) merchandising
  - e) public events
5. compare ancillary services offered by the rescue and re-homing establishment to include:
  - a) retail
  - b) hydrotherapy
  - c) dog training
  - d) micro chipping
  - e) bereavement counseling
  - f) neutering schemes

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## **ANNEX**

### **The Five Animal Needs**

They are:

- Freedom from fear and distress
- Freedom from pain, injury and disease
- Freedom from hunger and thirst
- Freedom from discomfort
- Freedom to express normal behaviour

### **What the Five Needs mean:-**

FREEDOM from fear and distress - by providing conditions and care which avoid mental suffering.

FREEDOM from pain, injury and disease - by ensuring that animals remain disease free through prevention or rapid diagnosis and treatment.

FREEDOM from hunger and thirst - by providing ready access to fresh water and a diet to maintain full health and vigour.

FREEDOM from discomfort - by providing an appropriate environment including shelter and a comfortable resting area.

FREEDOM to express normal behaviour - by providing sufficient space, proper facilities and company of the animals' own kind.



## 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 the relevant City & Guilds regional office:

<b>Region</b>	<b>Telephone</b>	<b>Facsimile</b>
NPTC	024 7685 7300	024 7669 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
City & Guilds Republic of Ireland		
NPTC Customer support	024 7685 7300	024 7669 6128
City & Guilds Customer relations unit	020 7294 2800	020 7294 2400

Websites [www.nptc.org.uk](http://www.nptc.org.uk) and [www.cityandguilds.com](http://www.cityandguilds.com)

