

**Qualification: 0172-537 Level 3 Advanced Technical Extended  
Diploma in Animal Management (720) – Theory Exam**

**2019 (Paper 1)**

1	State <b>two</b> types of suitable pet store layout. (2 marks)		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	Spine (1) Free-flow (1) Grid (1) Loop (1)  Accept any other appropriate answer.		<b>2</b>
2	State <b>one</b> example of a design measure that could increase security of livestock in a pet store. (1 mark)		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	-CCTV (1) -Locks on livestock accommodation (1) -layout allowing for constant staff supervision (1)  Accept any other appropriate answer.		<b>1</b>

3	State <b>three</b> advantages of using offers as a marketing tool. (3 marks)		
	<p><b>Acceptable answer(s)</b></p> <p>1 mark for each advantage, up to 3 marks.</p> <ul style="list-style-type: none"> <li>• Encourages customers to make a one off purchase.</li> <li>• Encourages customers to try a product and then continue buying it.</li> <li>• Encourages customers to come back to the store to look for more offers.</li> <li>• Can encourage the sale of surplus/end of line/unwanted stock.</li> </ul> <p>Any other appropriate answer.</p>	<b>Guidance</b>	<b>Max mks</b> 3
4	State the units which dried food must be weighed and displayed in a pet store. (1 mark)		
	<p><b>Acceptable answer(s)</b></p> <p>Grams (1) /kilograms (1) /imperial <b>and</b> grams (1)</p>	<b>Guidance</b> Do not accept lbs or ounces/imperial without grams/kilograms.	<b>Max mks</b> 1
5	Explain <b>two</b> advantages of sourcing livestock from the UK. (4 marks)		
	<p><b>Acceptable answer(s)</b></p> <p>2 marks per explanation. Up to 2 marks max if no explanation given.</p> <p>The animal will be captive bred (1) which is better for the animals welfare (1).</p> <p>The animal will be travelling less distance (1) which is better for the animals welfare (1)/ and for the environment (1)</p> <p>It is easier to visit the breeder (1) to assess whether the animal is well bred and kept before purchase (1)</p> <p>Accept any other appropriate answer.</p>	<b>Guidance</b>	<b>Max mks</b> 4
6	Explain the precautions that need to be taken in order to gain and maintain a pet store license when accommodating dangerous species. (4 marks)		

	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<ul style="list-style-type: none"> <li>- Staff trained in the handling and care of the animals (1) to prevent injury to personnel/public/people(1)</li> <li>- The animals enclosure must be housed within an enclosure (1) to prevent escape(1)</li> <li>- Enclosures must be securely locked (1) to prevent access to the public(1)</li> <li>-</li> </ul> <p>Any other appropriate answer.</p>	Up to 2 marks max if no explanation given.	4
7	<p>Why is stock rotation important in a pet store? (2 marks)</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>Moving stock with a shorter shelf life to the front reduces lost stock (1) due to sell by dates (1)</p> <p>Accept any other appropriate answer.</p>		2
8	<p>State the minimum separation distance of an isolation facility from other kennels according to the Boarding Establishments Act 1963. (1 mark)</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	5m		1

9	State <b>three</b> behavioural characteristics of a ragdoll cat. (3 marks)		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	They are usually docile (1), gentle (1), tolerant (1) friendly (1) social (1) animals.		3
10	Explain why a border collie may <b>not</b> tolerate a kennel environment. (5 marks)		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	Up to 2 marks max if no explanation given.  Highly sensitive to noise (1) therefore likely to be stressed by the sounds of other dogs/ activity (1). Need a quiet environment to sleep well/ in order to rest adequately (1). Require large amounts of exercise/mental stimulation (1) which may not be able to be provided at adequate levels in a kennel (1).		5

11	<p>a) Explain why a body harness is a more acceptable method of restraint over a collar when walking a dog. (2 marks)</p> <p>b) A dog is crouched down low to the floor with its head dipped, its tail between its legs and is showing the whites of its eyes. How should a handler respond to this behaviour? (3 marks)</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p>a. Up to 2 marks. - Less likely to cause neck/ throat damage to the dog (1) by spreading pressure across a larger surface area/because of its location on the body, not the neck (1)</p> <p>Up to 2 marks. b. The dog is frightened/fearful/submissive (1). The handler should back away/move away/not approach the animal (1), call the dog towards them/allow the dog to approach the handler (1), speak calmly/quietly (1), soften own body language (1).</p> <p>Accept any other appropriate answer.</p>	Accept answers with reference to neck/throat damage and comparison of equipment.	5

12	<p>A boarding kennel and pet store have noticed a decline in customers and have highlighted some key areas for improvement in customer and animal care.</p> <p>Suggest what the business should consider in order to improve. (9 marks)</p>		
	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
	<p><b>Band 1</b> 1 to 3 marks The learner has given a brief answer which includes an explanation of few considerations. Only one area of the business may have been discussed.</p> <p>For the higher marks in the band, learners have made some links between the areas of business and improvements needed with little or no justification of their suggestions.</p> <p><b>Band 2</b> 4 to 6 marks The learner has given a limited answer which includes an explanation of some considerations. Both areas of the business have been discussed.</p>	<p><b>Indicative content:</b> Staff training Marketing Fundraising Promotional offers Protocols Refurbishment Legislation Resources</p>	9

	<p>For the higher marks in the band, learners have made relevant links between the areas of business and improvements needed with justification of their suggestions not always being accurate or relevant.</p> <p><b>Band 3</b> 7 to 9 marks</p> <p>The learner has given a detailed answer which includes a good explanation of the considerations. Both areas of the business have been discussed in detail.</p> <p>For the higher marks in the band, learners have made comprehensive links between the areas of business and improvements needed with relevant justification of their suggestions.</p>		
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