

Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (0146-22)

November 2016 Version 1.0

Qualification Handbook



Qualification at a glance

Industry area	Animal Care
City & Guilds number	0146-22
Age group	16-18, 19+
Entry requirements	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> section are met.
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> One to one practical assessment with oral questioning
Grading	Pass only
Approvals	Full centre approval Qualification approval
Support materials	If applicable
Registration and certification	Registration and certification of this qualification is through the Walled Garden, and is subject to end dates.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling	14	16	0146-22	603/0793/6

Version and date	Change detail	Section
1.0	First version	

Contents

1	Introduction	4
	Purpose statement	4
	Qualification structure	6
2	Centre requirements	7
	Approval	7
	Centre staffing	7
	Physical resources	7
	Internal Quality Assurance	7
	Age restrictions	7
	Employer involvement	7
3	Administration	8
	External quality assurance	8
	Malpractice	8
	Access arrangements and special consideration	9
4	Units	11
Unit 203	Animal health, husbandry and handling	12
	What is this unit about?	12
	Learning outcomes	12
	Scope of content	13
	Guidance for delivery	16
	Suggested learning resources	19
Appendix 1	Sources of general information	21

1 Introduction

Purpose statement

The following purpose is for the **City & Guilds Level 2 Certificate of Technical Competence in Animal Health Husbandry and Handling (603/0793/6)**.

Area	Description
OVERVIEW	
Who is this qualification for?	<p>If you are looking for a career within the animal care industry, then this is qualification is aimed at you.</p> <p>Working with animals is extremely rewarding, but it can require long hours, with dedication and enthusiasm for the role. This qualification is suitable if you are 16 years old or over.</p> <p>You will gain the practical skills and knowledge that are important for working with animals. There are lots of opportunities, such as working in a kennel or cattery, for an animal welfare charity or shelter, in a retail environment, such as a pet store, or an animal training establishment. You could also progress to further learning and training in this area.</p>
What does this qualification cover?	<p>This qualification covers the skills you will need to progress to working in the animal care industry. Mandatory content covers:</p> <ul style="list-style-type: none">• animal housing and social groupings• feeding animals• animal husbandry tasks and ethics• handling and basic health checks. <p>The assessment for this qualification will require you to achieve:</p> <ul style="list-style-type: none">• One to one practical assessment with oral questioning. <p>The qualification certificate is endorsed in the animal species that you are working with</p>

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment, and if so, in which job role and at what level?

Achievement of this qualification demonstrates that you have the practical skills and knowledge employers are looking for when applying for a job such as an:

- animal care assistant
- assistant kennel or cattery worker.

Why choose this qualification over similar qualifications?

This is a short qualification and could be taken alongside other animal care qualifications at level 2:

- Level 2 Diploma in Animal Care
- Level 2 Certificate for Dog Grooming Assistants
- Level 2 Technical Certificate in Animal Care
- Level 2 Diploma in Work-based Animal Care

Will the qualification lead to further learning?

Yes. Once you have successfully completed this qualification, you could go on to study other level 3 college-based animal management, equine management or agriculture qualifications over one year or two years.

This qualification could also lead you to higher level training and learning within the industry.

WHO SUPPORTS THIS QUALIFICATION?

Employer/Professional Trade Association

The Pet Industry Federation.

FURTHER INFORMATION

Please refer to the Qualification Handbook, available on the City & Guilds website, for more information on the structure of this qualification, the content of the units, and assessment.

Qualification structure

For the **Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling** learners must be trained and assessed in the unit listed below. The qualification will be endorsed to the context of the unit assessed:

Unit number	Unit title	GLH
Learners must achieve unit 203		
203	Animal health, husbandry and handling	14

Qualification endorsement certification module numbers

Certification module number	Certification module title
901	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Companion – Dog)
902	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Companion – Cat)
903	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Small Holding – Cattle)
904	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Small Holding – Sheep)
905	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Small Holding – Pig)
906	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Small Holding – Goat)
907	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Small Holding – Poultry)
908	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Exotic Pets – Small Mammals)
909	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Exotic Pets – Reptiles)
910	Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling (Exotic Pets – Amphibians)

2 Centre requirements

Approval

New centres will need to gain centre approval. Existing centres who wish to offer this qualification must go through City & Guilds' **full** Qualification Approval Process. Please refer to the City & Guilds website for further information on the approval process: www.cityandguilds.com.

Centres that are approved to offer the relevant subject-related QCF qualifications, new Technical qualifications or work-based qualifications will receive **auto-approval** for these qualifications. Please see the document on the webpage for 0146, under 'additional documents'.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver this qualification and its assessments. Centres must have access to a range of animal species and have sufficient animals so that animal welfare standards are kept.

Internal quality assurance

Internal quality assurance is key to ensuring accuracy and consistency of tutors and markers. Internal Quality Assurers (IQAs) monitor the work of all tutors involved with a qualification to ensure they are applying standards consistently throughout assessment activities. IQAs must have, and maintain, an appropriate level of technical competence and be qualified to make both marking and quality assurance decisions through a teaching qualification or recent, relevant experience.

Age restrictions

This qualification is approved for learners aged 16 – 18, 19+.

Employer involvement

Employer involvement is essential to maximise the value of each learner's experience. Centres are required to involve employers in the delivery of the Certificate of Technical Competence and/or their assessment, for every learner. This must be in place or planned before delivery programmes begin and available to the EQA for inspection and monitoring.

3 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

For this qualification, standards and rigorous quality assurance are maintained by the use of:

- internal quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers (IQAs) must have and maintain an appropriate level of technical competence and have recent relevant assessment experience. For more information on the requirements, refer to *Section 2: Centre requirements* in this handbook.

To meet the quality assurance criteria for this qualification, the centre must ensure that the following procedures are followed:

- suitable training of staff involved in the assessment of the qualification to ensure they understand the process of marking and standardisation
- completion by the person responsible for internal standardisation of the Centre Declaration Sheet to confirm that internal standardisation has taken place
- the completion by candidates and supervisors/tutors of the record form for each candidate's work.

External quality assurance

City & Guilds will undertake external moderation activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make secure arrangements to receive, check and keep assessment material secure at all times, maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential and keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and

explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*. Alternatively please complete the form, JCO/M1. Copies of this form can be found on the JCO website: <http://www.jcq.org.uk>

Access arrangements and special consideration

We have taken note of the provisions of equalities legislation in developing and administering this specification.

We can make arrangements so that candidates with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before assessment takes place.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the *JCO access arrangements and reasonable adjustments* and *Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website: <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>

Special consideration

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCO document, *A guide to the special consideration process*.

Language of examinations

City & Guilds has a responsibility to ensure that candidates can be assessed in the

following languages only:

- English
- English in Northern Ireland
- English in Wales.



4 Units



Level:	2
GLH:	14

What is this unit about?

The purpose of this unit is for learners to gain the skills and knowledge that are essential for animal care. This includes basic husbandry tasks, handling and health checks.

This unit closely links to the animal five needs to promote animal welfare skills and knowledge:

1. Understand the need for an animal to have a suitable diet
2. Understand the need for an animal to be housed with or apart from animals of their own kind
3. Understand the need for an animal to have somewhere suitable to live
4. Understand the need for an animal to be able to express normal behaviour
5. Understand the need for an animal to be free from pain, injury and disease.

Learning outcomes

In this unit, learners will be able to:

1. Prepare and maintain suitable animal housing
 2. Feed animal diets
 3. Understand animal social groups for animal housing
 4. Carry out animal husbandry tasks
 5. Know the ethical responsibilities of keeping animals.
-

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

This qualification must be delivered and assessed in one of the following animal groups:

- Companion - Dog
- Companion - Cat
- Small holding - Cattle
- Small holding - Sheep
- Small holding - Pig
- Small holding - Goat
- Small holding - Poultry
- Exotic pets - Small mammals
- Exotic pets - Reptiles
- Exotic pets - Amphibians

The qualification will be endorsed by the applicable animal group.

Each of the learning outcome and topics should be taught in context of the animal group the qualification is assessed and endorsed in. Details of these can be found in the guidance section.

Learning outcome:

1. Prepare and maintain suitable animal housing

Topics

- 1.1 Types of animal housing
- 1.2 Clean and maintain animal housing

Topic 1.1

Types of housing that are suitable for selected species and housing considerations.

Topic 1.2

Cleaning and maintenance activities using appropriate equipment and cleaning agents whilst maintaining the health, safety and welfare of self and animals:

- Full clean
- Part/spot clean
- Check for damage and reporting to appropriate person

Disposal of waste appropriately in accordance with current legislation and the reasons why.

Learning outcome:

2. Feed animal diets

Topics

2.1 Provide food and water for animals

In this learning outcome, a food plan is not required.

Topic 2.1

Provision of suitable food and water for selected animals, and the appropriate method and equipment for presentation.

Learning outcome:

3. Understand animal social groups for animal housing

Topics

3.1 Animal social groups

3.2 Animal body language

Topic 3.1

Solitary and sociable species of selected animals and how this influences how they are housed.

Topic 3.2

Selected animals' body language and how it influences social grouping.

Learning outcome:

4. Carry out animal husbandry tasks

Topics

4.1 Handling, restraining and moving animals

4.2 Animal health check

4.3 Routine preventative care

Topic 4.1

The correct handling and restraint techniques for selected animals to minimise stress and maintain health and welfare for handler and animal:

- Personal Protective Equipment (PPE) - gloves, apron, footwear
- Equipment – appropriate for species
- Techniques appropriate for species, life stage and behaviour
- Hygiene measures - washing hands and cleaning equipment

Observation of body language of the selected animals to decide the appropriate handling techniques.

Approaching, handling and restraining selected animals using the appropriate techniques and equipment ensuring environment is safe and secure:

- Equipment – appropriate for species
- Method - walking, herding, carrying
- Safe environment - shutting gates and doors before moving, awareness of surroundings (other animals/people), nothing in field or cage, kennel that can cause harm

Please note that this does not cover transporting animals in vehicles or moving animals off-site.

Moving selected animals from one enclosure or area to another using appropriate method and equipment (indoor to outdoor area, moving for cleaning or health check).

Topic 4.2

Basic health check appropriate to selected animal and signs of health:

- Eyes
- Ears
- Nose/nares
- Mouth/beak/teeth
- Head and body condition including limbs, paws, claws (if applicable)
- Genitals
- Skin/coat/scales/feathers
- Gait/movement/posture
- Report health check findings to appropriate person
- Considering individual animal behaviours/history

Individual animals may show different signs of behaviour.

Basic grooming of selected animals to maintain health and welfare using correct equipment where applicable. Please note that this does not require the use of clippers and scissors.

Topic 4.3

Routine preventative care and measures for selected animals using existing animal records.

Learning outcome:

5. Know the ethical responsibilities of keeping animals

Topics

5.1 Ethical responsibilities of keeping animals

Topic 5.1

The ethical responsibilities of keeping animals:

- Five animal needs in order to maintain animal welfare
 - Necessity of euthanasia for animal welfare reasons (ill health, injury or age related disease, behavioural issue)
-

Guidance for delivery

Within this unit practical elements should be demonstrated to the learner. Practical elements should be backed up by theory and business professionals (eg vets or animal feed companies to give a talk to the learners).

For learners who are completing the Level 2 Technical Qualification in Animal Care (0172), the content of this qualification could be delivered alongside.

Range for each animal group

Learning outcome 1

Topic 1.1

Companion:

- Dogs:
 - Kennel
 - Crate
 - Bed
 - Access to outside
 - Comfort
 - Location
 - Safety
 - Security
 - Ease of maintenance
 - Fixtures and fittings
 - Ventilation
 - Lighting
 - Heating

- Cats:
 - Access to outside (if appropriate)
 - Outside runs
 - Beds
 - Location
 - Safety
 - Security
 - Ease of maintenance
 - Fixtures and fittings
 - Ventilation
 - Lighting
 - Heating

Small holdings:

- Types (eg stables, sty, shed, coop)
 - Sheltered from the elements
 - Safety
 - Security
 - Ease of maintenance
 - Fixtures and fittings
 - Ventilation
 - Lighting
 - Heating
-

Exotic pets:

- Appropriate to animal species' natural environment; climbing, ground-dwelling or burrowing species
- Location
- Positioning
- Safety
- Security
- Ease of maintenance
- Fixtures and fittings
- Ventilation
- Lighting
- Heating
- Humidity
- Appropriate construction materials

Learning outcome 2

Topic 2.1

Companion:

- Food types: dry, wet or fresh food
- Equipment: bowls, plates, raised or on the floor
- Method: set times, ad libitum including water

Small holdings:

- Food types: concentrates/ pellets, grasses, fresh
- Equipment: hoppers, hay nets, hay racks, buckets
- Method: set times, Ad libitum, scatter feeding, automatic water troughs

Exotic pets:

- Food types: fresh, live, frozen, concentrates, grasses
- Equipment: bowls, plates, water bottles, water mist sprays, tongs
- Method: set times, ad libitum, scatter feeding, hand feeding (eg use of tongs)

Learning outcome 3

Topic 3.1

Companion:

- Dogs - social
- Cats - solitary but can be in pairs or groups depending on individuals

Small holdings:

- Mainly herd species

Exotic pets:

- Species - specific (eg bearded dragons – generally social if the sexual mix is correct; king snakes - need to be housed separately compared to corn snakes that can be housed together. Gerbils are social if mixed when young whereas Syrian hamsters must be kept solitary)
-

Learning outcome 4

Topic 4.3

Companion:

- Flea and worming preventative treatments
- Vaccinations

Small holding:

- Worming preventative treatments
- Hoof care
- Wing clipping
- Vaccines if appropriate

Exotic pets:

- Flea and worming preventative treatments
- Fly strike treatment if appropriate
- Vaccines

Employer engagement

Employer engagement is essential in order to maximise the value of learners' experience. It would be helpful for teachers to develop relationships with local vets, kennels, catteries, rescue centres, pet stores, farms/small holdings to allow learner's access to different animals and to know how this unit can be used in industry.

A partnership approach should be adopted, where possible, with employers with whom the consortium has links, and with employers used for work experience placements.

By keeping good relations with related local businesses it will ensure learners are kept up to date with essential relevant information.

Suggested learning resources

Books

- | | |
|---|---|
| Canine and Feline Health: A source for Companion Animal Professionals | Casie, Daristotle, Hayek, Raasch
Published by Mosby June 2010
ISBN-10: 0323066194 |
| You & Your Dog | Taylor, David, B.V.M.S F.R.C.V.S With Scott, Peter, M.R.C.V.S Published by: Dorling Kindersley Publishers Ltd, second impression 1989 edition
ISBN – 10: 0751302732
ISBN – 13: 978 – 0751302738 |
| The Smallholder's Handbook: Keeping & caring for poultry & livestock on a small scale | Baldwin, S
Published by Kyle Books (28 May 2015)
ISBN-10: 0857832727
ISBN-13: 978-0857832726 |
| Exotic Pet Handbook | Manning, P
Published by Collins (5 Oct. 1998)
ISBN-10: 0004133242
ISBN-13: 978-0004133249 |
| Guinea Pigs: The Essential Guide To Ownership, Care, & Training For Your Pet (Guinea Pig Care) | Pellham, K H
Published by Publisher: CreateSpace Independent Publishing Platform (9 July 2015)

ISBN-10: 1514899779
ISBN-13: 978-1514899779 |
| The Everything Pet Rabbit Handbook: Your Ultimate Guide to Pet Rabbit Ownership, Training, and Care | Martin, S
Published by Publisher: CreateSpace Independent Publishing Platform (2 Feb. 2014)
ISBN-10: 1495488594
ISBN-13: 978-1495488597 |

Magazines:

- Your Dog Magazine
 - Your Horse Magazine
 - Your Cat Magazine
 - Country Small Holding
 - Practical Reptile Keeping
-

Websites

The British Horse Society

www.bhs.org.uk

Pet Owners Association

www.pet-owners.co.uk

The Kennel Club

www.thekennelclub.org.uk

Department for Environment, Food and Rural Affairs

<https://www.gov.uk/keeping-a-pet-pig-or-micropig>

<http://www.gov.uk/animal-welfare-legislation-protecting-pets>

Cat Protection

www.cats.org.uk

The Pet Industry Federation

www.petfederation.co.uk

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

Our Quality Assurance Requirements

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance.

Our Quality Assurance Requirements document encompasses the relevant regulatory requirements of the following documents, which apply to all UK centres working with City & Guilds:

- Ofqual's General Conditions of Recognition.

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates on line
 - **Events:** dates and information on the latest Centre events
 - **Online assessment:** how to register for e-assessments.
-

Useful contacts

UK learners

General qualification information

E: learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

E: information@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

City & Guilds

1 Giltspur Street

London EC1A 9DD

www.cityandguilds.com
